

QUALITY ASSURANCE ANALYST IV

NATURE AND VARIETY OF WORK

This is technical, supervisory, and project management work overseeing the development, establishment, and enforcement of quality assurance standards and measures for the organization; and, the development and implementation of planned and systematic processes that provide confidence of a product or service's effectiveness. Incumbent performs the most complex work in managing development or production environment quality assurance and quality control activities including: directing research and development in support of business cases, proposed projects, and systems requirements; developing and establishing quality assurance standards and measures for products or services; writing test plans and scripts for tracking defects and fixes in the work environment, product development, software application development, or information systems; and validating processes through careful testing in order to maximize the benefit of business investments in initiatives.

Work is performed under the general administrative direction of a management official, while exercising a high degree of independence and is reviewed through conference, reports, and the effectiveness with which departmental objectives are met.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Plans, schedules, supervises, and evaluates the work and performance of professional, paraprofessional, and technical personnel.

Coordinates subordinate staff on quality control activities, such as, testing, documentation, customer interfacing, presentations, planning, audits, reviews, assessments, and troubleshooting.

Writes standard operating procedures. Analyzes and modifies Service Level Agreements (SLAs), product specifications, and project requirements definitions.

Develops and establishes quality assurance measures and standards for use in the organization, such as product release criteria policies, testing procedures, and documents associated with maintaining a service or product to a given set of requirements.

Audits processes, products, and services with internal and industry standard rating/statistics/metrics to assure process improvement and best practices are used.

Writes test plans and scripts for determining optimal performance according to specifications, and, creates plans for tracking defects and fixes in product or work development.

Conducts risk assessment on products and services.

Develops, manages, tracks and monitors change control processes, practices, guidelines, and compliance.

Submits and presents reports, recommendations, or alternatives that address existing and potential trouble areas in products, environment, systems and/or projects.

Conducts independent verification and validation (IV&V) reviews or inspections on all subject matter with an auditing, testing and test management focus.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Extensive knowledge of best practices and industry standards for test planning, auditing, and change control, along with knowledge of configuration management.

Extensive knowledge of commonly used test plan and test case formats

Ability to create and execute written procedures, test plans and reports in a highly detailed manner, and coordinate the testing efforts of subordinate staff.

Knowledge of project management and the placement of quality control in project lifecycle.

Ability to demonstrate highly effective troubleshooting and assessment skills.

Thorough knowledge of policy creation and enforcement.

Ability to provide guidance and instruction to subordinate staff and the organization in the planning and implementation of quality assurance activities.

Knowledge of available professional and industrial certifications for individual and groups efforts.

Ability to conduct quality assurance meetings.

Ability to demonstrate methodical planning skills, think analytically with keen attention to detail, apply proven problem-solving skills, and to exemplify diplomacy and strong negotiation skills.

Ability to communicate effectively, both orally and in writing, with internal and external customers.

Ability to demonstrate excellence in customer service.

MINIMUM QUALIFICATIONS

Bachelor's Degree in computer science, mathematics, business or public administration or a closely related field, plus at least three (3) years experience in managing product or service testing, monitoring service levels, inspections, benchmarking, creating metrics, evaluations, IV&V, quality reports, auditing, assessments, quality control activities, interfacing with configuration management, release management, troubleshooting, problem resolution, data or information analysis, in which at least one (1) year must have involved lead/supervisory duties; or an equivalent combination of education, training, and experience.