



Office of Human Resources
IT Quality Assurance Analyst Senior - CI3129
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General Statement of Duties

Performs full performance level professional work supporting the planning, design and execution of various types of testing on simple to complex implementations. Works collaboratively within the IT department with developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon system requirements.

Distinguishing Characteristics

The IT Quality Assurance Analyst Senior is distinguished from the IT Quality Assurance Analyst Associate that performs intermediate level professional work supporting the planning, design and execution of various types of testing on simple to complex implementations. Working collaboratively within the IT department developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon system requirements.

The IT Quality Assurance Analyst Senior is distinguished from the IT Business Analyst Senior that performs full performance level professional work as a liaison between business users, functional subject matter experts, systems analysts and technical developers. Typical responsibilities include working with the business to analyze processes (assessing current state and future state process flows), documenting process diagrams, requirements engineering (business, stakeholder, solution and transition requirements), performing system fit/gap analysis, providing input for design specifications, developing and overseeing request for proposals where technology is involved and participation in systems testing.

The IT Quality Assurance Analyst Senior is distinguished from the IT Systems Analyst Senior that performs full performance level professional work analyzing, refining and documenting the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Creates functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process. Serves as the end-to-end authoritative technical resource on the business requirements and information needs of customer departments and agencies in all phases of the application and system development life cycles.

Essential Duties

Leading the planning, design and execution of various types of testing on simple to complex implementations.

Works collaboratively within the IT department with developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon functional and non-functional system requirements.

Lead the planning, development, and implementation of test strategies and test cases that align information technology solutions with customer requirements and initiatives.

Lead the planning, development and implementation of automated test programs that align information technology solutions with customer requirements and initiatives.

Defines and implements Quality Assurance standards and best practices. Trains other QA Analysts and Associate Analysts on Quality Assurance standards and best practices.

Review user requirements documents to ensure that requirements are testable.

Develop test plans, test cases, test scripts and test reports on multiple projects of varying size.

Plan and execute different types and levels of testing on various software applications and integrations between applications.

Validate that user expectations are achieved during the testing process.

Coordinate and lead User Acceptance Testing activities.

Track and report progress of defects and risks to the project team and provide suggestions on risk mitigation.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Ability to develop and execute automated test scripts using Selenium, Visual Studio, SOAP UI, or Katalon Studio.

Ability to develop and execute stress/performance (load) testing strategy, including implementation and execution of strategy.

Knowledge of various defect tracking tools.

Ability in identifying opportunities to resolve business challenges with technical solutions.

Proven ability to advise customers on system utilization and User Assisted Testing.

Knowledge of process and change management and proven ability to execute change.

Ability coordinating end user testing.

Level of Supervision Exercised

By position, may performs project or operational leadwork. May function as a team leader who contributes and/or allocates assignments to other QA Analysts or QA Analyst Associates.

Education Requirement

Bachelor's Degree in Computer Science, Computer Engineering, Information Systems, Business Administration, Mathematics or a related field.

Experience Requirement

Three (3) years of professional level experience working on an integrated technology software system development and/or production support team. Two (2) years of this experience must have included performing project leadwork for routine projects and/or projects that are limited in scope as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other development of all aspects of assigned projects.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

International Software Testing Qualifications Board (ISTQB) Advanced (or Expert Level) preferred.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

ITIL Foundation (or further advanced) preferred.

Working Environment

Potential exposure to conditions where there is danger to life, body, and/or health

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-12

FLSA Code: Y

Established Date: 2/17/2019

Established By: GT

Revised Date: 7/30/2023

Revised By: AM

Class History: 7/30/2023 – Revised licensure & certification and background checks.