



Office of Human Resources  
IT Quality Assurance Analyst Associate - CI3128  
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### General Statement of Duties

Performs entry to intermediate level professional work supporting the planning, design, and implementation of various systems and applications tests, while working collaboratively with stakeholders to ensure that systems are established and meet business requirements.

### Distinguishing Characteristics

The IT Quality Assurance Analyst Associate is distinguished from the IT Quality Assurance Analyst Senior that performs full-performance professional level work supporting the planning, design and execution of various types of testing on simple to moderately complex implementations. Works 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 and/or test strategy and plan.

The IT Quality Assurance Analyst Associate is distinguished from the IT Business Analyst Associate that performs intermediate level professional work performing business process analysis and design to support on line of business applications throughout the City. Documents the functional business requirements of an assigned business area. Responsible for implementing mission and business critical applications and services for the agencies supported.

The IT Quality Assurance Analyst Associate is distinguished from the IT Systems Analyst Associate that performs intermediate 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 an authoritative technical resource on specific business requirements and information needs of assigned customer departments and agencies in any phase of the application and system development life cycles.

### Essential Duties

Assists with and supports the planning, design, and implementation of various types of tests from simple to moderately complex in order to test computer systems and applications to ensure proper configuration and operation.

Works collaboratively within the IT 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.

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

Ensures compliance with quality assurance standards and practices.

Plans and executes tests on various software applications and systems integrations between applications.

Reviews end user business needs and documents to ensure requirements are testable.

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

Ensures that end user expectations are achieved during the testing process, and supports acceptance testing activities.

Tracks and reports progress of testing errors and risks to the project team and makes recommendations to improve configuration of applications and systems as part of the risk mitigation process.

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.

**Attention of Detail** – Is thorough when performing work and conscientious about attending to detail.

**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

Knowledge of Software Development Life Cycles (SDLC) and Software Testing Life Cycle (STLC) frameworks and defect lifecycle processes.

Ability to document and troubleshoot errors.

Ability to work independently and as part of a team.

Ability to organize, prioritize, and manage time efficiently.

Ability to learn and utilize test management/defect management tools such as JIRA and Microsoft Test Manager (MTM) for test cases and defects.

Ability to advise customers on the utilization of best practices within the technical landscape.

Knowledge of various test management and defect tracking tools.

Skill in supporting end user testing.

### Level of Supervision Exercised

None

### Education Requirement

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

### Experience Requirement

One (1) year of experience as a software tester, test analyst, or related area of work, which includes experience with multi-step processes and troubleshooting systems and applications.

### 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

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

### Working Environment

Potential exposure to sufficient noise to cause distraction or possible hearing loss

### 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-10

**FLSA Code:** Y

**Established Date:** 2/17/2019

**Established By:** GT

**Revised Date:** 7/30/2023

**Revised By:** AM

**Class History:** 11/19/2021 – The job specification was revised to allow entry-level to intermediate level works and decrease the scope of authority from leading to supporting in the essential duties statements, level of supervision revised from leadwork to none, and experience level decreased by one year.

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