

## **JOB DESCRIPTION TEMPLATE**

|                  |                             |
|------------------|-----------------------------|
| Career Ladder:   | Quality Assurance           |
| Business Title:  | Quality Assurance Analyst I |
| Department:      |                             |
| Department Code: |                             |
| Level:           |                             |

### **Job Summary:**

The Quality Assurance Analyst I supports the analysis and review of all information systems programs and projects to ensure they meet end-user requirements and organizational standards.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

### Core Duties:

- Supports the analysis and review of system features and requirements (i.e. functional, integration, security, scalability and performance).
- Provides quality assurance testing and validation services to ensure information systems programs and projects meet organizational standards and end-user requirements.
- Creates test plans, scenarios and test cases, procures test data, executes tests, and documents results.
- Identifies, analyzes and documents bugs using a bug tracking system, verifies fixes, and follows the QA Test Lifecycle process.
- Participates in the development of customized software, review of functional specifications, and building of process flows with Business Analysts.
- Participates in design reviews.
- Contributes to the development and maintenance of document templates for test plans and standards for QA testing
- Investigates and remains current with industry technology trends.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

### **Consequence of Error/Judgment:**

### **Supervision Received:**

March 21, 2011

**Supervision Given:**

**Education/Work Experience:**

**Skills:**

**Competency Proficiency:**

| <b>Core Competencies:</b>   |
|---|
| <u>Collaboration (Basic – B):</u><br>Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results. |
| <u>Communicating for Results (Basic – B):</u><br>Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.         |

**Problem Solving (Basic – B):**

Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required.

**Role Based Competencies:**

**Accountability (Basic – B):**

Checks assumptions about mutual expectations and clarifies standards of overall performance. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved.

**Analytical Thinking (Basic – B):**

Collates and reports information. Identifies trends and exceptions. Investigates to define problems more accurately. Sorts information in order of importance. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Solicits guidance to define criteria and assign values of importance and urgency. Escalates issues of an exceptional nature.

**Thoroughness (Basic – B):**

Performs tasks according to quality and output standards. Takes initiative to ensure that outcomes meet internal and external customer requirements. Solicits feedback on performance in new tasks. Measures accuracy using performance metrics. Sets improvement standards to reduce errors, omissions, and oversights.