

JOB DESCRIPTION TEMPLATE

Career Ladder:	Quality Assurance
Business Title:	Quality Assurance Analyst II
Department:	
Department Code:	
Level:	

Job Summary:

The Quality Assurance Analyst II provides specialist advice and analysis to ensure that all information systems programs and projects meet end-user requirements and organizational standards for usability, operability and performance.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Provides specialist advice to and consults with appropriate IT personnel or others as appropriate on quality assurance issues and processes.
- Analyzes and reviews system features and requirements (i.e. functional, integration, security, scalability and performance) and provides advice on options, risks and costs versus benefits.
- Validates customized software, functional specifications and prototypes.
- Implements and maintains monitoring and load testing systems.
- Evaluates and recommends opportunities for test automation and creates automated testing scripts.
- Evaluates and recommends performance testing and creates performance testing scripts.
- Develops and maintains document templates for test plans and standards for QA testing
- 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 design reviews.
- 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:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration (Intermediate – I):</u> Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.</p>

Communicating for Results (Intermediate – I):

Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving (Intermediate – I):

Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Role Based Competencies:

Accountability: (Intermediate – I):

Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking (Intermediate – I):

Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Thoroughness (Intermediate – I):

Demonstrates operational agility. Uses organizational systems that result in multiple critical activities to be identified and completed on time. Renegotiates priorities as necessary. Puts systems in place and uses them to monitor and detect errors and problems. Tests and inspects outputs and applies quality checks prior to work submission.