

JOB DESCRIPTION TEMPLATE

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

Job Summary:

The Senior Quality Assurance Analyst provides technical leadership in the development of quality assurance strategies and in the definition and implementation of test environments for total testing solutions of all information systems programs and projects.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Defines, designs and articulates comprehensive and in-depth quality assurance strategies, approaches and plans for software projects.
- Designs project test plans, QA approaches and processes. Ensures sufficient breadth and depth of testing approach. Advises project managers of QA effort required.
- Leads implementation of quality assurance initiatives, develops and manages project budgets, ensures that quality standards and practices are followed, and coordinates work of technical teams.
- Establishes quality assurance and/or quality control policies in accordance with best practices, defines benchmarks and measures, devises improvements to current procedures, and develops models of possible future configurations.
- Acts as an information resource on quality assurance, provides expertise to own and other projects, and contributes to the standard methodologies of the IT department.
- Evaluates and recommends testing tools, software packages and training for team members and remains current with industry trends.
- Provides technical guidance and leadership, coaching, and mentoring to team members.
- 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:
<u>Collaboration (Advanced – A):</u> Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.
<u>Communicating for Results (Advanced – A):</u> Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert

advice prior to taking action and making recommendations.

Problem Solving (Advanced – A):

Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.

Role Based Competencies:

Accountability (Advanced – A):

Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking (Advanced – A):

Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Thoroughness (Advanced – A):

Identifies potential areas of conflicting priorities and vulnerability in achieving standards. Reviews department's progress against established goals, objectives, service level targets, and project milestones. Supports others in achieving deliverables by efficiently allocating resources and providing common organizing systems, techniques, and disciplines. Maintains a proactive work review and approval process prior to assignment completion. Solicits internal and external customer evaluation of performance and devises measures for improvement.