QUALITY ASSURANCE ANALYST III

Position Status:	Exempt
Reports To:	Technology Services Director
Effective Date:	05/07/14
Revised Date:	10/25/21
Job Level:	P3

POSITION SUMMARY

Under direction, this position:
1. Oversees, coordinates, creates and executes end-to-end test plans and test cases from functional requirements
2. Leads and performs quality assurance activities for applications and databases in collaboration with other Information Technology Services (ITS) Division staff
3. Provides subject matter expertise and assists with providing mentoring and training
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Quality Assurance Analyst III is the advanced working level classification in the series and is distinguished from the next lower, full working level Quality Assurance Analyst II by the former's greater degree of independence in the performance of complex quality assurance activities and responsibility for assisting with mentoring and training other analysts.

RESPONSIBILITIES

1. Oversees, coordinates, creates and executes end-to-end test plans and test cases from functional requirements, with duties including but not limited to:
   - Working with business and technical staff to plan, execute and document testing
   - Leading and performing functional, regression and system integration testing to validate performance, reliability, stability, and compatibility of Alliance systems
   - Performing application testing in accordance with functional requirements
   - Overseeing test strategy and test plans, including ensuring proper execution of test plans
   - Conducting backend testing to ensure the database portion of the software solution is fully functional and meets requirements
   - Participating in component level design review and planning processes and in functional and technical specification documents review
   - Staying informed about industry standards and developments in the field and making recommendations regarding applicability of new technologies, methodologies and tools to the Alliance

2. Leads and performs quality assurance activities for applications and databases in collaboration with other Information Technology Services (ITS) Division staff, with duties including but not limited to:
   - Leading and performing QA activities for release cycles
   - Ensuring proper maintenance of QA test environments
   - Managing and maintaining test plans and test cases to achieve objectives
   - Gathering and organizing testing metrics, including bug tracking, to support testing activities

- Designing and manipulating test data and validating stored procedures, jobs, triggers, and replication
- Leading complex test automation efforts and providing automation expertise to project teams
- Designing, writing, and executing automated tests and identifying, creating, enhancing, troubleshooting, debugging and running automation test cases
- Assisting with defining, improving and implementing test automation quality assurance best practices

3. Provides subject matter expertise and assists with providing mentoring and training, with duties including but not limited to:
   - Training ITS staff on functional, regression and systems integration testing and on the use of QA software in support of testing
   - Serving as QA technical liaison and QA subject matter expert for process improvements and related governance
   - Coaching and mentoring team members, guiding them in making sound judgment calls, and ensuring accountability for their assigned work
   - Reviewing processes and procedures to identify needed improvements and providing recommendations to ensure continuous process improvement
   - Providing orientation, training and technical direction to staff

4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Computer Science, Information Technology or a related field and a minimum of five years of experience performing quality assurance testing in a software technical environment, including a minimum of two years of experience working in a large enterprise or e-business environment (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of software quality assurance processes and procedures
- Thorough knowledge of database testing in Microsoft SQL Server Environment, including designing and manipulating test data, validating stored procedures, jobs, triggers, and replication
- Thorough knowledge of SDLC and ADLC
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel and Outlook
- Working knowledge of functional test automation tools
- Working knowledge of SQL, Toad, and test management software
- Working knowledge of frontend GUI testing for multiple environments
- Working knowledge of defect management
- Working knowledge of security issues and security testing
- Ability to provide expertise in a variety of software QA concepts, practices, and procedures
- Ability to define and troubleshoot issues, analyze and interpret data, evaluate options, and make recommendations for action

- Ability to create clear, concise, detail oriented test plans and cases from specifications or verbal instructions
- Ability to coordinate multiple projects simultaneously, organize work, maintain accurate records, and achieve goals and timelines
- Ability to assist with the orientation, training, and mentoring of other staff
- Ability to lead project work teams and coach and mentor project team members
- Ability to communicate effectively both orally and in writing with developers and business partners to identify and resolve issues
- Ability to work collaboratively with a wide range of individuals at all levels of the organization
- Ability to facilitate meetings and collaborate with business partners and technical team members
- Ability to work independently as an individual contributor and as a member of a team

DESIRABLE QUALIFICATIONS

- Certification in Software Testing or Quality Assurance
- Working knowledge of UML/use cases
- Some knowledge of Medi-Cal and prepaid health programs

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.