

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Quality Assurance Analyst**
Dept.: **Information Technology Services**
Reports to: **Business Applications Manager**
Effective Date: **Revised January 2018**

Job Code: **20502**
Grade: **18, Represented**
FLSA Status: **Exempt**

General Position Summary:

Under general direction, this position performs software testing and quality assurance analysis work. Carries out procedures to ensure that KCLS business application software products meet standards, business and end-user requirements. Plans, designs, architects, and deploys effective testing for business software applications development, launches and enhancements. Works on improvements to current procedures/configurations and develops models of possible future configurations Works closely with other members of the ITS team and key stakeholders.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Creates, evaluates, and executes functional, system integration and regression tests, test plans, and strategies. Communicates progress and issues through the generation of reports and verbal updates.
2. Identifies, analyzes, documents and tracks test results and errors in functionality, usability and performance. Reports on quality progress and resolutions, and recommends priorities and changes.
3. Reviews software and vendor documentation to ensure feature functionality requirements are delivered. Ensures that new integrations meet all requirements and specifications.
4. Partners with staff, vendors, and consultants through all aspects of the software development life cycle from concept definition to software release.
5. Identifies test resource needs. Assist with and/or coordinates scheduling user testing, release and post-release testing.
6. Partners in governing the configuration of environments.
7. Designs content of test sets. Partners in the setup and storage of test sets/data.
8. Creates functional stories from User, IT, and Developer objectives and converts them into test scripts. Conducts risk assessments. Develops, distributes, and coordinates in-depth end-user reviews.
9. Provides input on the development of quality control policies, procedures, and standards. Improves the processes and standards that enable the delivery of quality in business application software.
10. Assists in business analysis and change management activities.

Secondary Duties:

1. Cooperatively and constructively contribute to ITS staff meetings and planning sessions.
2. Collaborate with other KCLS service departments as needed for effective development and management of supervised systems.
3. Other related duties as assigned.

Core Competencies:

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Ethics, Values and Judgement

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and Technical Knowledge

Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Work Quality

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

Accountability

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

Organizing and Planning

Establishes courses of action for self, can influence others to ensure that work is efficient,

appropriately sensitive to real restraints on time and resources. Willing to take a risk.

Teamwork/Collaboration

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Bachelor's degree from an accredited school with major in information technology, business information, or related field preferred. Equivalent of full-time work experience in information systems, software testing and quality assurance, systems analysis, or programming may substitute education on a year for year basis.
- Four years of information systems, software testing and quality assurance, systems analysis, programming, or related IT experience with at least two years dedicated solely to software testing and systems quality assurance.
- Experience in the business of libraries, a plus.
- Experience with JD Edwards software, PPM tools and JIRA preferred.
- Or any equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand or walk. Will frequently reach up to chest level with hands and arms to work at a desk. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

WORK ENVIRONMENT

This position encounters new, unusual, hectic or demanding situations almost on a frequent basis. Extensive PC monitor work is required. Work is performed in a normal office environment and requires a strong team orientation. Some pressure from deadlines or changing priorities exists and interruptions to workflow can occur. Occasional emergency on-call status may be present in the position.

Advancement Possibilities:

Other ITS classifications depending of education of experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR