
JOB DESCRIPTION: QUALITY ANALYST

DEPARTMENT:	Information Technology	REPORTS TO:	Manager, IT Quality Assurance
JOB CLASS:	Quality Analyst	PAY GRADE:	36
EXEMPT STATUS:	Exempt	DATE:	08/15/2016

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Quality Analyst ensures that Information Technology (IT) products and services are delivered in a manner that meets expectations and achieves the highest level of customer satisfaction and value possible. The Quality Analyst provides support throughout the entire IT department for hardware, software, networking, and security. Additionally, the Quality Analyst is required to keep abreast of new technologies and industry trends and incorporate these when appropriate. Finally, the Quality Analyst provides internal updates to co-workers, team lead, and management within the IT department.

ESSENTIAL POSITION FUNCTIONS:

- Create and execute test strategies for FLVS products that verify enhancements meet business requirements and user expectations
- Identify and effectively communicate quality risks and mitigation strategies so the appropriate measures can be taken by the product team
- Detect and catalog defects with appropriate detail so they can be resolved quickly and effectively
- Create and run tests on our product to assure any new functionality does not negatively impact the end user experience
- Proactively engage in professional learning regarding the QA and Software Testing industry, FLVS tools and user base to strengthen individual contribution to the team
- Collaborate with Software Development, Business Analysts, Project Management, and support teams to verify FLVS products retain a high quality standard among our users
- Review and provide meaningful feedback on work products from the SDLC including product design specifications and project requirements
- Document and communicate test results to project team and management to facilitate a decision for release
- Demonstrate authority and expertise of a functional area or system supported and maintained by FLVS
- Mentors other analysts, providing coaching and training in test techniques, process improvements and FLVS core systems support by the Quality Management team
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established
(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:***Education/Licensure/Certification:***

- Bachelor's Degree in Liberal Arts and Sciences or Computer Science; or equivalent combination of education and relevant experience

Experience:

- 3 - 5 years of quality assurance experience, preferably testing web or desktop applications, or equivalent experience with data warehouses, student information systems, learning management systems, or other education related applications
- 2 years of experience using database tools, such as Microsoft SQL Server, to assist in testing efforts, preferred
- 3 years of experience using test case management and defect tracking tools, preferred

Knowledge, abilities and skills:

- Understanding of contemporary quality management principles and practices and the ability to apply them to a wide variety of projects in a fast-paced business environment
- Knowledge of software development methodologies, such as Agile or Waterfall
- Knowledge of functionality, compatibility, usability, and exploratory testing practices
- Ability to create and execute QA and testing processes on software applications
- Ability to perform quantitative data analysis to gauge effectiveness and efficiency of processes, customer satisfaction and product/service quality

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	CUSTOMER FOCUS <i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
INTERPERSONAL SKILLS <i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	FUNCTIONAL /TECHNICAL EXPERTISE <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
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<i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	<i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.