



JOB DESCRIPTION: SENIOR QUALITY ANALYST - IT

DEPARTMENT:	Information Technology	REPORTS TO:	<u>Manager, Quality Assurance</u>
JOB CLASS:	<u>Senior Quality Analyst</u>	PAY GRADE:	<u>37</u>
EXEMPT STATUS:	<u>Exempt</u>	DATE:	<u>10/11/2016</u>

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 Senior Quality Analyst develops and establishes quality assurance standards and measures for the information technology department within FLVS. The Senior Quality Analyst gathers and analyzes data in support of business cases, proposed projects, and systems requirements, enhancements, and will plan and support the manager of QA in executing, training, and supporting the team. This will include writing test plans and scripts for tracking defects and fixes in product development, software application development, writing test plans and scripts for application development, information systems, and operations systems. The Senior Quality Analyst applies proven analytical and problem-solving skills to help validate IT processes through careful testing in order to maximize the benefit of business investments in IT initiatives.

ESSENTIAL POSITION FUNCTIONS:

- Develop and establish quality assurance measures and testing standards for new applications, products, and/or enhancements to existing applications throughout their development/product lifecycles
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in IT systems and projects across the organization
- Liaise with vendors and suppliers in assessing applications and/or systems under consideration for purchase
- Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality
- Conduct internal audits to measure and assure adherence to established QA standards for software development, application integration, and information system performance, and corresponding documentation
- Create and execute test plans and scripts that will determine optimal application performance according to specifications
- Verify and revise quality assurance standards as needed
- Ensure that testing activities allow applications to meet business requirements and systems goals, fulfill end-user requirements, and identify existing or potential issues
- Collaborate with software/systems personnel in application testing, such as system, unit, regression, load, and acceptance testing methods
- Make recommendations for improvement of applications to programmers and software developers or engineers
- Communicate test progress, test results, and other relevant information to project stakeholders and management

- Test any new software to ensure integration into company systems meets functional requirements, system compliance, and technical specifications
- Analyze formal test results in order to discover and report any defects, bugs, errors, configuration issues, and interoperability flaws
- Assist in the development of change control processes, practices, and guidelines for new and existing technologies
- Participate in developing, distributing, and coordinating in-depth end-user reviews for modified and new systems or applications
- Cultivate and disseminate knowledge of quality assurance best practices
- 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 Engineering; or equivalent combination of education and relevant experience
- Certification from a Professional Organization specific to Software Development, Software Testing, or Quality Assurance, preferred

Experience:

- 5 - 7 years' direct experience in overseeing the design, development, and implementation of quality assurance standards for software testing
- 5 – 7 years' direct experience as a lead tester for major application integration and/or major application product release
- 5 – 7 years' direct experience in system testing best practices and methodologies
- Extensive experience with core software applications, including Microsoft web and client/server applications
- Direct hands-on experience in supporting mobile platforms
- Direct hands-on experience with ad hoc query programs (Microsoft SQL Server required, DB2 a plus), automated testing tools, scripting, and reporting software
- Extensive practical knowledge of importing data for use in report software, spreadsheets, graphs, and flow charts
- Experience with statistical reporting and analysis
- Experience working in a team-oriented, collaborative environment

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 functionality, compatibility, usability, reliability, exploratory, load/stress testing practices
- Ability to create and execute QA and testing processes on systems, networks, hardware and software

- Ability to perform quantitative data analysis to gauge effectiveness and efficiency of processes, customer satisfaction and product/service quality
- Proven data analysis, data verification, and problem-solving abilities.
- Good project management skills and/or substantial exposure to project-based work structures.
- Excellent understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Excellent written and oral communication skills.
- Excellent listening, presentation, and interpersonal skills.
- Ability to communicate ideas in both technical and user-friendly language.
- Ability to prioritize and execute tasks in a high-pressure environment.
- Keen attention to detail.

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><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></p>	<p>CUSTOMER FOCUS</p> <p><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></p>
<p>INTERPERSONAL SKILLS</p> <p><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></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><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></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <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>	CREATIVITY <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.