### Position Description

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<th>Report Run Date</th>
<th>Jul 26 2017 10:55PM</th>
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<tbody>
<tr>
<td>Position Number</td>
<td>02011326</td>
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<tr>
<td>Dept</td>
<td>ENT APPS &amp; INFRASTRUCTURE SVCS - 061419</td>
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<tr>
<td>Position</td>
<td>Technical QA Analyst</td>
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<tr>
<td>Approved Payroll Title Code</td>
<td>6938</td>
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<tr>
<td>Approved Payroll Title</td>
<td>QA RELEASE MGT ANL 3</td>
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<tr>
<td>Approved MSP Salary Grade</td>
<td>PSS23</td>
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#### POSITION DETAILS

**Job Summary:**
Under the direction of the Project Management Office (PMO) Manager, develop, evaluate, revise, apply and document technical quality assurance protocols, methods and test plans to inspect and test a variety of IT processes, software and products. Use independent judgment in execution of responsibilities and a high degree of customer service in providing consultation and solutions to campus clients.

**Campus Job Scope:**
Enterprise Applications and Infrastructure Services (EAIS), a sub-unit of Information & Educational Technology.

**Department Specific Job Scope:**
This position provides comprehensive quality assurance/quality control testing with regard to the development of EAIS mission-critical projects and works with development teams and project managers to document, track, and manage source code and coordinate release-planning efforts.

**Positions Supervised:**
N/A

#### Essential Responsibilities:

**90% QUALITY ASSURANCE AND QUALITY CONTROL**
Develop, evaluate, revise, apply and document technical quality assurance protocols, methods and test plans to inspect and test a variety of IT processes, software and products. Ensure software releases are in compliance with campus and medical center IT quality assurance standards, applicable government regulations, and software / product design specifications. Perform analysis and identify trends in the inspection of IT processes, software and products. Involved in developing, auditing, monitoring and enforcing the established release management processes and policies.

**10% TECHNOLOGY RESEARCH AND DEVELOPMENT**
Maintain currency in languages, analytical techniques, and development methodologies. Learn new and emerging technologies by taking classes, attending conferences, and self-study. Participate in team research of application development tools, techniques, methodologies, technologies, and architectures. Evaluate vendor software for potential application to meeting campus needs by interacting with vendors and analyzing vendor software specifications and documentation. Attend conferences, classes, exhibits, professional groups,
professional literature, and other sources of learning.

Other duties as deemed necessary by management.

<table>
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<tr>
<th>Physical Demands:</th>
<th>Work with a computer interface to enter and retrieve data for long periods of time.</th>
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<tbody>
<tr>
<td>Work Environment:</td>
<td>Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems. Work in a busy office environment with frequent interruptions. Occasional travel required. Travel between campus and off-campus locations.</td>
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<tr>
<td>Background Check:</td>
<td>Yes</td>
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**QUALIFICATIONS**

**Minimum Qualifications:**

- Experience in the use of modern programming languages, practices and patterns, including Java, .Net, Python, SQL, HTML, CSS, and Javascript/jQuery to develop test cases and perform code reviews.

- Experience developing complex SQL queries, views, triggers, stored procedures, and relational database architecture.

- Experience interacting with and testing web services APIs using REST and SOAP.

- Experience developing and applying test plans.

- Experience performing load testing.

- Experience working in an environment using established standards, practices, and methodologies, including local development, version control, issue queues, support ticket systems, quality reviews, and project management.

- Experience with the use of a revision control system such as Subversion, CVS, Bitbucket, RCS or Microsoft Visual SourceSafe and bug reporting systems such as JIRA.

- Experience working independently and in a team environment to meet requirements and deadlines.

**Preferred Qualifications for Selection:**

- Experience using a command line interface and shell scripting.

- Experience working with technical teams to build requirements and use cases.

- Knowledge of relational and document-based database systems such as MongoDB, MySQL, SQL Server and Oracle.

- Writing and verbal communication skills to communicate effectively and clearly with technical and non-technical audiences.
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<tr>
<th>Skills and Experience</th>
<th>Expectations</th>
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| -Skills in the use, operation, and maintenance of most types of computers, including servers and desktop systems used on campus.  
-Experience in at least two of the following operating system platforms: Windows, Linux, Solaris and Mac OS X.  
-Skills to understand standards-based inter-application communication using SOAP and other XML-oriented web services technologies.  
-Experience in organizing and managing time effectively.  
-Skill to estimate task requirements and complete assignments autonomously and on schedule.  
-Experience in working on multiple tasks that are not necessarily completely defined while under the pressure of full workload and tight deadlines.  
-Skill to work in a flexible environment of uncertainties, ambiguities and frequent changes. | **Demonstrate commitment and support of the UCD Principles of Community.**  
**Demonstrate personal and team accountability for results and projects.**  
**Ability to think creatively and apply innovative concepts to problem resolution.**  
**Meet client expectations with an emphasis on quality, quantity and timeliness of work.**  
**Maintain flexibility in a continuously changing and fast paced work environment.**  
**Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.**  
**Work independently, establish priorities and to exercise good judgment.**  
**Excellent organizational and analytical skills.**  
**Willingness to learn and apply new technology and willingness to develop skills to promote professional growth.**  
**Excellent communication (oral, written, presentation, documentation) and interpersonal skills, using tact and diplomacy for interactions with others.**  
**Develop recommendations and alternative courses of action.**  
**Be consistently punctual, reliable, and flexible in a dynamic work environment in which meetings and technical work are often at client sites with frequent changes in work priority, scope and schedules.** |