Position Description

Job ID:	12462
Position Number:	02012374
UC Path Position #	40236415
Dept:	IET - ACADEMIC APPLICATIONS - 061417
Position:	QA Specialist / Programmer
Approved Payroll Title Code:	6937
Approved Payroll Title:	QA RELEASE MGT ANL 2
Approved MSP Salary Grade:	
Approved PSS Salary Grade:	PSS21
POSITION DETAILS	
Job Summary:	Under general supervision of the Financial Aid IET Manager, serves as a quality assurance specialist and programmer. Provides programming support for existing and new student focused information systems and applications. Documents, demonstrates, and implements unit tests, test cases, and automated test suites. Develops and maintains web application code and interfaces. Provides technical support and training including data analysis, problem identification, and resolution. Collaborates with a wide range of staff within the Financial Aid and Scholarships Office, other Enrollment Management departments, Information & Educational Technology (IET) Academic Applications, Office of the University Registrar, Graduate Studies, and Federal, State, Private and University agencies in support of technical solutions. Assists with project coordination, documentation, and training. Assists with the coordination and management of the entire software development lifecycle including product testing and release.
Campus Job Scope:	
Department Specific Job Scope:	Position executes essential student information systems projects that have campus-wide impact. Projects are mission critical, cross organizational boundaries, involve representatives of wide-ranging constituencies, and require applying significant experience and depth/breadth in system and business analysis. The primary role will be as the quality assurance specialist for all Financial Aid applications. Additional responsibilities include quality assurance for Student Information Systems projects, web application programming, bug fixes, research, analysis, and documentation for custom Financial Aid and Scholarships applications and interfaces. Interface is required with systems that include the Banner student information system and Federal, State, University and Private agency information systems projects that have campus-wide and UC system impact.
Positions Supervised:	NA
Essential Responsibilities:	60% QUALITY ASSURANCE Ensure that system changes/implementations are tested and documented to standard through close interaction & communication with users regarding project designs, requirements gathering, project results walkthroughs and issues along with training users & clients on available resources & applications. Develop and deploy quality assurance and testing plans. Coordinate testing efforts with end users and developers to resolve issues. Participate in testing of system enhancements and upgrades. Communicate and collaborate closely with the Financial Aid Technical team, the Banner technical team, and other department and campus constituents. Document implemented changes for both technical and non-technical end users. Develop and run test scripts and regression testing plans with a mind to improve

automation and speed of deployment. Assist with implementing automation in testing processes. Establish user acceptance testing guidelines and schedules.

Provide software development lifecycle coordination in support of the department and its mission. Assist with the scheduling and management of the release cycle. Track deliverables and deadlines. Manages internal and external roadblocks to ensure timely projection completion.

30% WEB APPLICATION DEVELOPMENT
Use modern web development tools, databases, integrations, and frameworks to architect and develop complex web applications.

Establish, document, and follow software development lifecycle techniques, including maintaining code in version control, tracking issues through the ticketing system, and estimating time for large and small tasks.

Work with stakeholders to analyze business requirements for information architecture, data integrations, functional tools, user interface, and graphic design.

Collaborate with UC Davis Information and Educational Technology to learn and explore potential architectures, areas of complexity, and potential risks to successful implementation.

Suggest improvements to user interface, software architecture or new technologies. Troubleshoot development and production problems across multiple environments and operating platforms.

Use modern web front-end development using Object-Oriented JavaScript, various JavaScript libraries and frameworks (such as jQuery, Bootstrap, Angular, Foundation), HTML5 and CSS3.

10% TECHNICAL SUPPORT
Provide technical support to the Financial Aid and Scholarship (FAS) department. Assist with resolving bugs and completing projects in order to meet department needs and deadlines.
Learn new systems and technologies and utilize them to support student supporting information systems.

Physical Demands:	Sit at a computer for long periods of time.
	Due to the mission-critical services provided by this department, this position may work hours other than M-F, 8am-5pm, especially in response to system problems.
	Work flexible schedule including occasional evenings/nights, weekend and holidays to meet operational needs.
	Work in a semi-open area.
	Position is a mandatory reporter for known or suspected child abuse and requires that a statement acknowledging the requirement to report child abuse be signed.
Work Environment:	Vacation is restricted during peak periods.
	Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.
	This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity check.
	UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless

	tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.
Background Check:	Yes
QUALIFICATIONS	
Minimum Qualifications:	Software testing experience in a multi-project environment creating and managing C# and Java-based unit tests and code.
	Experience creating and supporting web applications using a modern object-oriented programming language.
	Experience conceiving and/or documenting systems or workflows to improve business processes.
	Experience coordinating with non-technical staff for systems analysis and business process engineering.
	Experience working with a Unix / Linux operating environment.
Preferred Qualifications for Selection:	Experience designing and optimizing SQL queries and reports in an Oracle environment.
	Experience with automated web application testing.
	Experience with software release management and protocols.
	Web application programming experience using modern JavaScript frameworks, CSS, and ASP.NET Core.
	Experience supporting a student information system or modules, such as Banner.
	Experience using Jenkins, Hudson, or similar build tools and release tools.
	Experience independently researching, collecting, compiling, and analyzing data from a variety of sources, including the identification and reconciliation of anomalies.

Expectations

Job Expectations	Read and follow the UC Davis Principles of Community.
	Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences.
	Highly motivated and results oriented.
	Provide technical assistance to the technical workforce in the resolution of abnormal operating conditions.
	Work independently, establish priorities and to exercise good judgement.
	Willingness to learn and apply new technology and willingness to develop skills to promote professional growth
	Ability to work independently under general direction from management, to manage workload across multiple simultaneous projects, to maintain a high level of productivity, and to meet deadlines under time constraints and continuously shifting priorities.
	Contribute to a productive and respectful work environment.

Accountability for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.

Demonstrate flexibility and willingness to assist in other areas of the department when needed.

Work under general guidelines with may require deviation; expected to establish written procedures/instruction when there are deviations from or changes in policy/practice.