

As a Software Quality Assurance Analyst, you will ensure technology projects meet established guidelines.

JOB DESCRIPTION

- Software Quality Assurance Analyst
- This is a non-career, term job.
- Works under the general supervision of the Technology Quality Assurance Manager.
- Serves in the Technology Quality Assurance Department of the Office of Technology at the Corporate Office Building (COB).

Works with Airports Authority business areas to effectively perform quality assurance for the business area's technology projects. Ensures that assigned projects meet quality assurance guidelines according to established QA processes, policies, procedures, and overall best practices. Performs related functions.

GENERAL RESPONSIBILITIES

- Works with development team and/or vendors to ensure understanding of the proposed software design and that testing covers all required functionality and completes the software development life cycle (SDLC).
- Assists in the definition of project test plans, test cases, and technical feasibility of testing effort for the application and that the testing effort supports the strategic direction of business area(s) and helps business area(s) meet their goals and objectives.
- Works with stakeholders in defining the software test strategy including the design and implementation of validation procedures, test plans and test cases.
- Manages test environments and supports implementation of software into production.
- Coordinates and facilitates test review sessions with development team(s) and user(s) in accordance with the QA processes and procedures.
- Develops traceability matrices for test cases to requirements and test cases to defects.
- Performs root cause analysis on testing strategy and feedback on quality to the development team to initiate changes in the software development process.
- Works with development team(s) and end user(s) to manage expectations, coordinate testing and resolve any conflicts during testing; tracks progress, defect reporting, and re-testing while managing test expectations.
- Works to resolve defects including defect status, root cause, and triage meetings; proposes and designs re-test cases and data.
- Analyzes test results and verifies tested solutions are aligned with requirements and designs.
- Participates with creation of test metrics as outlined in the QA test process and procedures.
- Provides test lead and QA Manager with testing progress, and defect and test metric reports.
- Performs other duties as assigned.

QUALIFICATIONS

1. Seven years of progressively responsible experience in information technology with at least five years of experience in IT quality assurance including:

- a. Testing complex IT/Technology projects within SDLC frameworks.
- b. Leading vendor projects, with COTS or vendor delivered hardware projects.
- c. Performing test analyst work within other job functions within software development, operational or infrastructure positions.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

1. Knowledge of quality assurance, systems, and technology operations and ability to lead, collaborate, and communicate with project team, vendors, senior management and business stakeholders.
2. Ability to lead projects by understanding/interpreting business requirements and implementing effective solutions.
3. Knowledge of test plans, test strategies, test cases and skill in hands-on IT/Technology testing and in guiding test teams and stakeholders through risks and issues.
4. Ability to perform root cause analysis of defects and communicate the results effectively to the project team and stakeholders.
5. Ability to perform analyses of test results and make recommendations.
6. Strong interpersonal skills with emphasis on establishing and maintaining effective relationships to lead complex technology projects.
7. Ability to speak and write effectively, with emphasis on making presentations to project teams and stakeholders.
8. Skill in using a computerized project management system.

PREFERRED QUALIFICATIONS

1. ASTQB/ISTQB Certification.
2. Certification in Performance Testing.
3. Certification in Automated Testing.
4. Experience in Vendor delivered projects such as COTS, SaaS, or hardware based delivery.

EDUCATION

1. A Bachelor's Degree in Information Technology, Business Administration, or related field, or an equivalent combination of education and experience that totals four years.

A fully equivalent combination of education and experience beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the seven years of experience. For example, a master's degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

1. A state driver's license in good standing.

NECESSARY SPECIAL FACTORS

1. Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.