

Quality Assurance Job Family

JOB TITLE	QA ANALYST II (Admin Level 2)	QA ANALYST III (Admin Level 3)	SENIOR QA ANALYST (Admin Level 4)
Promotion Criteria	<ul style="list-style-type: none"> • Bachelor's degree preferred • 2+ years experience 	<ul style="list-style-type: none"> • Bachelor's degree preferred • 4+ years experience • Demonstrated mastery of previous levels' skills and responsibilities. 	<ul style="list-style-type: none"> • Bachelor's degree preferred • 6+ years experience • Demonstrated mastery of previous levels' skills and responsibilities.
Position Overview	Assures project meets quality standards by planning, designing, and executing testing within multiple small projects or a single complex project.	Assures project meets quality standards by providing technical guidance in planning, designing, executing testing, and developing procedures relating to product quality on complex projects.	Assures application meets quality standards by providing technical leadership in planning, designing, executing testing, and developing procedures relating to product quality on complex projects. Responsible for overall test plan design. Consults with programmers, BA's, and business to ensure application design is optimized for testability.
Autonomy (Degree to which work is managed)	<ul style="list-style-type: none"> • Works under general direction • Assists in determining and developing approaches to solutions 	<ul style="list-style-type: none"> • Works under minimal direction • Determine and develop approaches to solutions. 	<ul style="list-style-type: none"> • Typically works without supervision • Determines and develops approaches to solutions.

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<u>Key Responsibilities:</u> Design	<ul style="list-style-type: none"> • Participates in creating test plans, data, procedures, and manual and/or automated scripts. • Participates as an observer in formal reviews of business requirements and application designs. • Has input to test coverage based on requirements and design specifications. 	<ul style="list-style-type: none"> • Creates test plans, data, procedures, and manual and/or automated scripts. • Participates in formal reviews of business requirements and application designs. • Ensures proper test coverage exists based on requirements and design specifications. • Recommends strategies and methods to improve test plans and process. 	<ul style="list-style-type: none"> • Defines standards for development of manual & automated test scripts, deployment and reuse. • Participates in formal reviews of business requirements and application designs. • Ensures proper test coverage exists based on requirements and design specifications. • Determines overall technical test strategy by proposing solutions & evaluating tools.
Documentation	<ul style="list-style-type: none"> • Writes & reproduces accurate software problem reports. 	<ul style="list-style-type: none"> • Writes & reproduces accurate software problem reports. • Defines & implements quality process improvements focused on defect prevention. 	<ul style="list-style-type: none"> • Defines & implements quality process improvements & metrics focused on defect prevention. • Creates QA procedures & user instructions to ensure a reusable process & tools approach. • Develops and/or maintains manual and automated test plans & cases.
Development	<ul style="list-style-type: none"> • Assists in creating test cases • Creates test data for multiple or complex projects. 	<ul style="list-style-type: none"> • Creates systems & business relevant test cases. • Ensures test environment reflects business requirements for test execution. • Assists in development of in-house test tools. 	<ul style="list-style-type: none"> • Ensures test environment reflects business requirements for test execution. • Develops in-house test tools & harnesses where necessary; maintains overall test tools for regression testing. • Participates in the selection of automated test development tools.

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Testing	<ul style="list-style-type: none"> • Executes manual and/or automated test scripts for multiple or complex projects. • Performs testing for multiple or complex projects & retests as necessary. 	<ul style="list-style-type: none"> • Executes manual and/or automated test scripts for most complex projects. • Coordinates test schedules, work and resource plans; manages progress of all test activities against plan. • Establishes testing entrance and exit criteria. • Identifies and manages critical path of testing • Ensures execution of project regression testing tasks. 	<ul style="list-style-type: none"> • Executes manual and/or automated test scripts for most complex projects. • Coordinates test schedules, work and resource plans; manages progress of all test activities against plan. • Establishes testing entrance and exit criteria. • Identifies and manages critical path of testing • Ensures execution of project regression testing tasks. • Trains others on testing techniques and automation.
Analysis	<ul style="list-style-type: none"> • Reviews and reports complex test results. • Identifies test issues on multiple or complex projects. • Defines regression tests for future projects. • Participates in production verification and validation. 	<ul style="list-style-type: none"> • Analyzes and reports overall test status and results. • Identifies test issues and reports to Manager, PM, and Business. • Defines regression tests for future projects. • Defines and coordinates production verification and validation. • Perform risk analysis at project management level. 	<ul style="list-style-type: none"> • Identifies test issues and reports to Manager, PM, and Business. • Manages regression tests for future projects. • Defines and coordinates production verification and validation. • Perform risk analysis at project management or release level.

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Knowledge/Skills/Experience	<ul style="list-style-type: none"> • General business knowledge • Software testing background through QA experience. • Good understanding of the software development process including analysis, design, coding, system and user testing, problem resolution and planning. • Applications/technology knowledge or related experience. • Ability to execute automated and/or manual functional or non-functional tests and report results. • Ability to use test automation frameworks and tools to automate manual tests. 	<ul style="list-style-type: none"> • Good business knowledge • Solid software testing background through extended quality assurance experience. • Solid understanding of the software process including analysis, design, coding, system integration, and user acceptance testing, problem resolution and planning. • Applications/technology knowledge or related experience. • Ability to lead manual and/or automated test projects using available test frameworks and tools. • Ability to integrate automated tests into test suites. 	<ul style="list-style-type: none"> • Advanced business knowledge • Advanced software testing background through extended quality assurance experience. • Full project life cycle experience. • Extensive application/technology knowledge and recognized expertise in several areas. • Demonstrated expertise in all technologies relevant to responsibilities, including communications, languages, environments, operating systems and databases. • Ability to develop or lead development of manual and/or automated test frameworks, standards, training, etc., for large applications.
Accountability/Impact	<ul style="list-style-type: none"> • Works on moderately complex assignments or multiple phases of a project. • Contributes to the successful completion of projects and organizational objectives. • Has input into departmental policies and procedures. • May work with outside vendors; vendor contact limited to tactical implementation. 	<ul style="list-style-type: none"> • Works on complex assignments and often multiple phases of a project. • Contributes to the development of organizational objectives. • Assists in developing departmental technical policies and procedures. • Maintains user/external group and vendor relationships. 	<ul style="list-style-type: none"> • Directs most complex and creative cross-functional assignments and multiple phases of a project. • Develops departmental technical policies and procedures. • Manages and may initiate vendor relationships.

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Leadership	<ul style="list-style-type: none"> • May give occasional functional guidance and mentoring to other team members. • Participates in team project planning. • Performs functional analysis for small to moderate projects. • Works on multiple projects concurrently. • Contributes to on-time and on-budget project goals. • Maintains status of project responsibilities. • Works across teams to achieve group goals. • Participates in user/external group discussions. • Maintains user/external group relationships. 	<ul style="list-style-type: none"> • May be responsible for directing and monitoring the work of team members. • May provide guidance and training to enable other team members to meet/exceed expectations. • May have input into hiring decisions. • Establishes project plans for projects of moderate scope. • Works on multiple projects concurrently. • Establishes on-time and on-budget project goals. • Plans and coordinates project schedules and may make project assignments. • Maintains status of project and monitors activities of team members. • Initiates discussions with users or external groups to resolve issues. • Works directly with the user community for test project definition. • Identifies opportunities for continuous improvement. • Works across teams to achieve group goals. • Participates in user/external group discussions. 	<ul style="list-style-type: none"> • May be responsible for managing a small team of individual contributors. • Develops departmental technical policies and procedures. • Manages and may initiate vendor relationships. • Establishes full project life cycle plans for complex projects. • Has responsibility for completion and implementation of multiple major initiatives. • Responsible for meeting on-time and on-budget project goals. • Advises on risk assessment and risk management strategies for projects. • Participates in the identification of and planning for future resource needs. • Acts a primary liaison for business units to resolve various project technology issues. • Provides technology solutions to daily issues and manages relationships to provide ongoing customer service. • Provides technical testing evaluation estimates on various projects. • Execute vision, goals and direction of team/organization. • Researches and recommends new

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		<ul style="list-style-type: none">• Maintains user/external group relationships.	<p>technologies.</p> <ul style="list-style-type: none">• Evaluates innovative alternatives and re-use opportunities.• On occasion, addresses small groups on technical subjects or demonstrates systems.• Leads informational discussions with internal and external groups.
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