SOFTWARE QUALITY ASSURANCE MANAGER
Class Code: 1512
Job Family: Information Systems
Classification: Support Staff
Terms of Employment: Pay Grade 64 on the Support Staff Salary Schedule
FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:
Under general direction, responsible for the management of existing and new quality assurance (QA) initiatives to increase initial quality and release quality of in-house developed or customized software delivered to customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.
1. Determines definition of quality assurance strategy, methodology, and techniques addressing all phases of development and work with management to implement.
2. Participates in the development and review of the software development process.
3. Plan, schedule, supervise, and evaluate the work of assigned staff and activities.
4. Oversees and ensures the quality of test plans, test cases, test matrix, and bug reporting.
5. Responsible for the management and administration of the source code repository; establishes a baseline for each component, program, application, or system and maintain the history of changes; monitors development teams' submissions to repository for compliance with change control policies and reports variances to appropriate authority.
6. Responsible for the management and administration of automated software testing system to ensure proper installation, configuration, modification, and updates as required; serves as primary contact for testing system vendor.
7. Provides technical and operational support and services to development teams to assist with software unit, functional, interface and integration testing; test script development; self-assessment and improvement; streamlining processes; re-engineering and training to ensure quality assurance standards are met.
8. Evaluates software requirements to create and implement comprehensive test plans and scripts, load scripts and tests, and time effort estimates.
9. Performs tests of programs and applications, including the identification and verification of transactions from inception through posting to the Clark County School District's records.
10. Monitors, tracks, and reports test status and bug statistics to development teams and management.
11. Assists development teams in determining whether ambiguous testing errors originate in the test scripts or in the tested programs and applications.
12. As directed, analyzes programs and applications under development for control and operational weaknesses and assists with various development phases to ensure that controls are adequate before programs and applications become operational.
13. Reviews programs or applications before release for compliance with quality standards and objectives; reports findings to appropriate staff and management, and recommends corrective actions.
15. Coordinates, interfaces, and serves as a liaison with divisions, departments, staff, vendors, and others to accomplish assigned work.
16. Works with District staff and outside auditors to ensure compliance with applicable policies, regulations, standards, and requirements.
17. Prepares and maintains documentation and reports related to the issues of quality assurance.
18. Conforms to safety standards as prescribed.
19. Performs other duties related to the position as assigned.

DISTINGUISHING CHARACTERISTICS:
Involves major focus on best practices and management of automated software testing tools, test cases, and suites to ensure compliance with specifications to provide proper software function. Involves management of source code control and versioning tools, change control process, and continuous improvement with the goal of zero defect software development and customer satisfaction.

KNOWLEDGE, SKILLS, AND ABILITIES (Position Expectations):
1. Knowledge of and experience with principles and procedures of software development lifecycle, programming, and systems analysis.
2. Knowledge of and experience with advanced principles of quality assurance and management.
3. Knowledge of project management principles and practices.
4. Knowledge of and experience with enterprise computing systems and landscapes including personal computer, server, and mainframe hardware and software products, capabilities, and interfaces.
5. Knowledge and experience with principles and practices of employee supervision, including work planning, organization, employee training, performance review and evaluation, and discipline.
6. Knowledge of principles and practices for developing teams, motivating employees, and managing in a team environment.
7. Experience with automated testing tools and source-code control tools.
8. Experience with performing benchmark testing of client-server, web, and Windows applications to include server and client hardware and software.
9. Experience in authoring QA methodologies and strategies to include white box, black box, stress and load testing, test-case planning, documentation, and reporting.
10. Experience with different software development methodologies, (e.g., waterfall, rapid application development (RAD), Agile).
11. Experience with testing in different programming language environments, (e.g., C#/ASP.NET, PHP, Java).
12. Ability to utilize and follow change control mechanisms in system landscapes to protect systems and information assets.
13. Ability to participate in investigation of an application or service outage and assist in determining in which component of the technology landscape the malfunction exists.
14. Ability to communicate clearly both oral and written instructions and with different audiences.
15. Ability to prepare clear and concise reports, documentation, and other written materials; maintain organized and accurate records of work performed; and assist in developing training materials/programs.
16. Ability to supervise, train, and evaluate assigned staff.
17. Ability to read and interpret complex and detailed program specifications.
18. Ability to coordinate multiple projects and meet predetermined deadlines.
19. Ability to read and interpret written and/or oral instructions.
20. Ability to plan and organize work.
21. Ability to exercise judgment within established procedural guidelines.
22. Ability to maintain current knowledge of technology, applications, and practices.
23. Ability to work flexible hours or shifts.
24. Ability to be on-call for after hours support.
25. Ability to work cooperatively with employees, vendors, contractors, outside agencies, and the public.
26. Ability to recognize and report hazards and apply safe work methods.
27. Possess physical and mental stamina commensurate with the responsibilities of the position.
POSITION REQUIREMENTS:
Education, Training, and Experience:

1. High school graduation or other equivalent, (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.).

2. College degree from an accredited college or university with major course work in information systems, computer science, or a related field, and four (4) years work experience in software testing, to include experience in multi-platform environments such as mainframe, client/server, and web-based systems, utility tools, analysis, design and computer programming and operations, and the following technologies: Unix, Oracle, MS SQL, Windows and electronic document management and workflow; or, Associate’s degree with major course work in information systems, computer science, or a related field and six (6) years experience in software testing, to include experience in multi-platform environments such as mainframe, client/server, and web-based systems, utility tools, analysis, design and computer programming and operations, and the following technologies: Unix, Oracle, MS SQL, Windows and electronic document management and workflow; or,
Eight (8) years work experience in information technology testing, to include experience in multi-platform environments such as mainframe, client/server, and web-based systems, utility tools, analysis, design and computer programming and operations, and the following technologies: Unix, Oracle, MS SQL, Windows and electronic document management and workflow.

3. Three (3) years experience with automated testing and source code control tools, such as Quick Test Pro, Quality Center, Load Runner, Source Safe, CVS, SCLM, or similar.

Licenses and Certificates:

1. A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.

2. Copy of current driving history issued by the Department of Motor Vehicles at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

Preferred Qualifications:
Certification in software testing such as those offered by International Software Testing Qualifications Board (ISTQB) or American Software Testing Qualifications Board (ASTQB) or similar.

DOCUMENT(S) REQUIRED AT TIME OF APPLICATION:

1. High school graduation or other equivalent, (i.e., college, technical, or trade school transcript, foreign equivalency, etc.).

2. College transcript(s), if applicable.

3. A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada.

4. Copy of current driving history issued by the Department of Motor Vehicles.

5. Specific documented evidence of training and experience to satisfy qualifications.

EXAMPLES OF ASSIGNED WORK AREAS:
Clark County School District facilities and offices, and travel to and from schools and other District office settings.

WORK ENVIRONMENT:
Strength: Medium – exert force 20-50 lbs., occasionally, 10-25 lbs., frequently, or up to 10 lbs. constantly, or a negligible amount of force to lift, stand, push, pull, carry.

Physical Demands: Frequent sitting, standing, walking, climbing, crawling, stooping, kneeling, crouching, reaching, handling, repetitive fine motor activities, talking, and hearing. Mobility to work in typical office setting and use standard office equipment. Frequent near and far acuity, depth perception, focal length change and color vision. Vision to read printed materials, VDT screens or other monitoring devices. Hearing and speech to communicate in person or over the telephone.
Environmental Conditions: Varies from a climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud and occasional to frequent time periods.

Hazards: Furniture, playground/office equipment, communicable diseases, chemicals (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

EXAMPLES OF EQUIPMENT/SUPPLIES USED TO PERFORM TASKS:
Various computers, monitors, printers, modems, servers, telephones, fax machines, copiers, District-issued/personal vehicles, etc.

An Affirmative Action/Equal Opportunity Employer
This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, age, disability, or national origin.

Individuals with a disability who require reasonable accommodation(s) during any step of the screening process or who have questions about qualifications should notify a representative in Support Staff Personnel Services. Notification may be made in person, in writing, or by calling: (702) 855-5444.