

# FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

## CLASSIFIED POSITION<sup>1</sup>

JCN: 383  
RANGE: 168  
EXEMPT

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### QUALITY ASSURANCE LEAD

#### **BASIC FUNCTION:**

Under the direction of the Director of Application Development and Support or assigned supervisor, oversee all aspects of quality assurance (QA); establish policies, and procedures, quality assurance processes, and metrics; ensure industry best practices, and develop new tools and processes to ensure achievement of QA goals; lead the Quality Assurance team.

#### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

- Oversee all aspects of QA; establish policies, and procedures, QA processes, and metrics; ensure industry best practices, and develop new tools and processes to ensure achievement of QA goals; act as key point of contact for all QA aspects of releases, providing QA services and coordinating QA resources internally and externally; lead and mentor QA team members, as well as manage outside contract testing resources.
- Perform a variety of highly complex duties including test planning, prioritization, test automation, test optimization, perform security and system audits for variety of web/system applications as assigned.
- Coordinate/assist in the preparation of the test environment for automation testing; execute and evaluate manual and automated test cases and report test results.
- Create, enhance, execute and maintain test scripts and create test reports required for testing a variety of web system applications as assigned; document results of QA testing to the lead developer.
- Document functional defects found during test runs using a defect tracking system and coordinate with the development team regarding remediation of these defects.
- Ensure software meets business and design specifications and requirements.
- Identify test requirements from functional and technical specifications, map test case requirements, and design test coverage plan.
- Interact with project management, development team, and project stakeholders to develop a strong understanding of the project and testing objectives.
- Leverage a variety of tools and techniques to perform functional, automated, regression, integration, security, and stress testing.
- Plan and architect new test solutions to optimize test duration and test effort.
- Perform a variety of highly complex duties in creating, enhancing and maintaining test scripts, automating test suites, and creating test plans; create detailed, comprehensive and well-structured test plans and test cases; estimate, prioritize, plan and coordinate testing activities; develop and apply testing processes for new and existing products to meet client needs.
- Scope test efforts and develop project milestones and timelines.
- Work on creating performance test suite for benchmarking current application and to improve the key performance indicator (KPI), work with business and technical stake holders for periodic review of service level agreement (SLA's) and defect escape rate.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders and directives of the County Superintendent.

<sup>1</sup>Unrepresented

- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility, courtesy and customer service.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

#### OTHER DUTIES:

- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel may be required in and outside of California.
- Work a flexible work schedule as required.

#### KNOWLEDGE AND ABILITIES:

##### KNOWLEDGE OF:

- Agile/scrum development process.
- Automated testing tools.
- Creative solving of technical problems to ensure the ability to translate technical requirements into test plans.
- Database schemas and querying tools; SQL and scripting, DB, RDBMS, SQL and stored procedures.
- Software development life cycle (SDLC), Software QA methodologies, tools and processes.
- Test automation framework and tools.
- Test Management tools such as QC, Zephyr, QA Complete.
- Tools, concepts and methodologies of QA, relevant regulatory requirements like white box and black box testing and other approaches.
- Various software testing types, strategies and approaches desired.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

##### ABILITY TO:

- Demonstrate strong attention to detail and analytical skills.
- Demonstrate strong organizational and time management skills.
- Demonstrate working knowledge of Microsoft Excel, Word, Outlook, Visio, Access and databases.
- Investigate and troubleshoot system problems.
- Lead a team through effective delegation, training, conflict management and motivation.
- Maintain records related to work performed.
- Meet the schedule and timelines.
- Negotiate with key stakeholders and maintain positive attitude.
- Organize and prioritize workload in order to meet necessary deadlines.
- Perform variety of functions to ensure deliverables are validated with quality consideration.

- Track multiple test efforts simultaneously and to be able to synthesize the results in fast paced environment.
- Work creatively and analytically in a problem-solving environment.
- Work with cross-functional team of internal and external resources located onshore and offshore.
- Write clear, concise and comprehensive test plans and test cases.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction and collaborate in a team oriented environment.

### **EDUCATION AND EXPERIENCE:**

#### **EDUCATION:**

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in computer science or related field preferred.

#### **EXPERIENCE:**

- Three years of experience working in an Information Technology Quality Assurance industry preferred.

### **LICENSURE AND OTHER REQUIREMENTS:**

- Quality Auditor, Quality Engineer, Quality Improvement Associate, and Six Sigma certifications preferred.
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

- Drive a vehicle to conduct work, using own transportation.
- Office environment.
- Regular interruptions.
- Small and large group meetings.

#### **PHYSICAL DEMANDS:**

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.

- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*

**APPROVED:**

Effective: October 1, 2017