



Job Description

Job Title: Quality Assurance Specialist II

JTC: TIC

Salary Range: N06

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for evaluating, testing, and validating software and/or IT services, both functionally and technically. Analyzes deficiencies in service or performance of software and recommends product or service improvements to address issues.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Proven experience in a quality assurance position or any other related role. Must possess broad knowledge of quality assurance principles, practices and procedures. Experience in conceptualizing, promoting, and implementing tools and strategies that provide measurable improvements to quality and processes.

Ability to maintain a high degree of accuracy and attention to detail in a fast-paced, ever changing environment, with a results driven approach. Experience understanding deviations, change controls, validations and other technical documents/reports to identify errors and/or potential non-compliance issues and to assess potential risks. Experience in continuous improvement methodology and related analytical tools.

Ability to establish and maintain collaborative relationships with stakeholders and constituents familiar with industry standards impacting inspection and quality control techniques and procedures. Must be able to work independently and in a team environment to analyze production processes and ensure that validated deliverables meet functional and design specifications/requirements.

Expertise in database testing environments including designing and manipulating test data, validating stored processes, jobs, triggers and replication. Able to understand and create clear, concise detail oriented test plans and cases from specifications or verbal communications. Ability to meet deadlines and deliverables, finding bad defects and bugs quickly.

Must have strong oral and written communication skills to effectively interact individuals internal/external to the organization. Must be able to provide excellent customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus two (2) years of work related experience. Official transcripts are required. Special licenses or certifications may be required depending on the nature of the position. Must have valid Texas driver's license if traveling to off-site locations. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for implementing and monitoring programs that ensure continuous quality assurance, producing data, and measuring quality operations against set standards. Creates end-to-end test plans for quality assurance; executing plan(s) and managing all activities related to the plan(s) to ensure that all the objectives are met. Updates job knowledge by studying trends and developments in quality management; participating in educational opportunities; reading professional publications and maintaining personal networks. Ensures compliance with legal requirements and standards set by regulatory bodies.

Develops quality assurance plans by conducting hazard analyses; identifying critical control points and preventive measures; establishing critical limits; monitoring procedures, corrective actions and verification procedures. Consistently executes test cases (manual and/or automated) and analyzes results in a timely manner. Evaluates product code according to specifications. Prepares quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.

Builds and maintains strong working relationship with diverse team/cross-functional team members to ensure continuous product or service quality by implementing process controls; carrying out data analysis, device measurement and/or associated training throughout the software development lifecycle. Holds and facilitates test plan/case reviews with cross-functional team members. Effectively report bugs and errors to development teams. Generate logs to document testing phases and defects. Follow-through and conduct post-release/post-implementation testing.

Reviews functional and design specifications to ensure full understanding of individual deliverables. Identify test requirements from specifications, map test case requirements and design test coverage plans. Develops, documents and maintains functional test cases and other test artifacts like the test data, data validation, harness scripts and automated scripts. Executes and evaluates manual or automated test cases and report test results. Identifies any potential quality issues per defined processes and escalates immediately per established guidelines.

Utilizes effective interpersonal, presentation, written and oral communication skills to write, present or translate technical requirements, test plans and test cases to stakeholders and constituents within the DCCCD community network. Provides exceptional customer service.



Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.