Senior Manager, Quality Assurance/Testing Enterprise Applications

Purpose Statement

Under administrative direction, the Senior Manager, Quality Assurance (QA)/Testing Enterprise Applications, manages, directs, and coordinates management and administration of the Quality Assurance and Testing unit of ITS; aligns QA/Testing vision with ITS and SDCOE strategies; directs software testing for information systems with fast paced changes in technologies including automated testing; provides visionary and long-term planning for future needs of the unit; trains, supervises, and evaluates professional and technical staff in assigned area.

Essential Functions

- Plans, coordinates and manages the overall day-to-day operations of the Quality Assurance and Testing department as a service to all SDCOE departments and districts.
- Coordinates and conducts testing of processes, software, systems, and hardware.
- Provide the vision for the Quality Assurance (QA) strategy and roadmap that is realistic, achievable, and consistent with the current business climate.
- Gathers and organizes statistical quality data.
- Develops test planning and strategies with project managers and project teams.
- Manages and coordinates the test plans using information provided by project managers, software developers and subject matter experts for the purpose of verifying expected business outcomes and software usability.
- Coordinates testing of software and reports using virtual environment and standard functional testing methods for the purpose of ensuring software quality and standardization across all testers.
- Coordinates all business system testing repositories used by multiple testers.
- Directs production of automated scripts for testing in order to expedite regression tests across multiple operating systems and browsers.
- Administers tracking of testing documentation, quality assurance, bug tracking, reporting testing results and release management.
- Establishes metrics for tracking assigned work output to ensure testing and project completion.
- Oversees maintenance reports on testing results for the purpose of establishing metrics for tracking progress and forecasting testing milestones.
- Prepares written materials for the purpose of documenting activities, providing written reference and/or conveying information to internal and external customers.
- Ensures QA/Testing staff are trained to use automated testing software.
- Involved in project and system development planning to ensure that documentation including specifications and test plans meet SDCOE standards.
- Manages the SDCOE QA and Testing strategies.
- Maintains documents, files and records for the purpose of providing up-to-date references and audit trail for compliance.
• Participates in meetings, workshops, and presentations for the purpose of conveying and/or gathering information required to perform functions.
• Serves as a resource for SDCOE staff and local education agencies for the purpose of providing information and/or direction for software testing.
• Performs personnel administrative functions for assigned personnel (e.g. evaluating, supervising, coaching, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of staff, and ensuring necessary department/program outcomes are achieved.

Other Functions:
• Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS:
Required to perform multiple complex tasks with an on-going need to upgrade skills due to changing job conditions;
Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including using a variety of software applications; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE of:
Software testing methodologies and techniques including integration, regression, system, process, UAT, deployment, migration validation, etc.
Knowledge of basics of project management and budgets;
Current principles of administration and business management;
Effective supervisory methods;
Knowledge of quality assurance terminology, methods, and tools;
Demonstrated knowledge of testing best practices, version control practices and defect management practice.

ABILITY to:
Schedule activities, meetings, and/or events; often gather, collate, and/or classify data;
Consider a number of factors when using equipment;
Flexibility is required to independently work with others in a wide variety of circumstances;
Work with data utilizing defined but different processes;
Operate equipment using a variety of processes;
Ability is also required to utilize a variety of type of job-related equipment;
Independent problem solving is required to analyze issues and create action plans;
Problem solving with data requires independent interpretation of guidelines;
Problem solving with equipment is moderate to significant;
Specific ability-based competencies required to satisfactorily perform the function of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours; working extended hours.
Responsibility:
Responsibilities include: working independently under limited supervision using standardized practices and/or methods; managing a department; directing other persons within a department, large work unit and/or across several small work units; directing the use of budgeted funds within a work unit. Utilization of significant resources from other work units is often required to perform the job’s functions. There is continual opportunity to significantly impact the organization’s services.

Working Environment
The usual and customary methods of performing the job’s functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 75% sitting, 15% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Five (5) years of increasingly responsible experience conducting, managing and testing large-scale complex enterprise financial computer systems and multi-projects. Experience with managing technology projects in a public sector, multi-agency user environment is highly preferred. Must include supervisory experience.

Education: A bachelor’s degree in management information systems, computer science, accounting finance, business administration, or related field.

Equivalency: A combination of education and experience equivalent to a bachelor’s degree in management information systems, computer science, accounting finance, business administration, or related field and five (5) years of increasingly responsible experience conducting, managing and testing large-scale complex enterprise financial computer systems and multi-projects. Experience with managing technology projects in a public sector, multi-agency user environment is highly preferred. Must include supervisory experience.

Required Testing
N/A

Certificates
N/A

Continuing Educ./Training
N/A

Clearances
Criminal Justice Fingerprint/Background Clearance
Physical exam including drug screen
TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 47

Personnel Commission Approved: October 19, 2016

Revised: 09/19