Job Description

POSITION TITLE:	**Software Quality Assurance Associate** **CodeStack** **Professional Learning and Support**	**#2485**
SALARY PLACEMENT:	**Classified Salary Schedule** **Range 37**	

SUMMARY OF POSITION:
Under the general direction of the CodeStack Director II, The Software Quality Assurance (QA) Associate ensures the delivery of high-quality software products by designing and executing testing processes. The role involves identifying bugs, ensuring compliance with standards, and collaborating with cross-functional teams to improve product performance, reliability, and usability. Provide one-to-one and group training; follow manuals, tasks and read complicated instructions; and understand and carry out oral and written instructions.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND EXPERIENCE:
Possess an Associate of Arts Degree with a concentration in computer-related technology and/or Business Administration; or equivalent experience as a student/employee information system power user/administrator in the educational setting namely, but not limited to, Special Education, Alternative Education or Human Resources. One year of experience in software quality assurance, support for web application systems and/or utilization of web application systems in an educational environment or related roles.

CREDENTIALS AND/OR SKILLS AND ABILITIES:
Possess knowledge in methods and procedures of operating electronic computer equipment and software. Maintain current knowledge of technical aspects in field of specialty; principles of computer technology, various operating systems, diagnostic techniques, and procedures used in web applications support and quality assurance. Conduct functional, integration, regression, and performance testing to identify defects and ensure the product meets specifications. Perform usability testing to ensure optimal user experience. Proficiency in testing methodologies, tools, and processes. Experience with bug-tracking tools. Strong analytical skills and the ability to enhance current software development lifecycle. Experience testing APIs using tools like Postman. Excellent attention to detail and organizational abilities. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

ESSENTIAL FUNCTIONS:
Essential functions may include but are not limited to:

1. Knowledge of correct English usage, spelling, grammar, and punctuation.
2. Ability to perform arithmetic calculations with speed and accuracy.
3. Operate and monitor computer systems and related equipment.
4. Communicate effectively in written and oral form.
5. Establish and maintain effective work relationships in the performance of required duties.
6. Develop, execute, and maintain comprehensive test plans and test cases to ensure software quality.
7. Maintain a data log and system of documentation.
8. Conduct functional, integration, regression, and performance testing to identify defects and ensure the product meets specifications.
9. Document and report bugs using tracking tools and collaborate with development teams to resolve issues.
10. Participate in design and requirements reviews to understand the product's objectives and define testing

strategies.

11. Validate that software meets user requirements, technical specifications, and industry standards.
12. Perform usability testing to ensure optimal user experience.
13. Assist in the implementation of quality assurance processes and best practices to improve workflow efficiency.
14. Collaborate with stakeholders, including developers, project managers, and business analysts, to ensure timely delivery of high-quality products.
15. Oversee specific system components/modules.
16. Conduct training on and off-site, as necessary.
17. Assist the Quality Assurance team during critical demand periods, emergency situations, or scheduled vacations.
18. Other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment; to work outside of normal workdays and office hours to meet installation deadlines; and come in direct contact with SJCOE staff, district office staff, and the public.

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