

University of Virginia Job Summary

Job Code:	Job Title:	Quality Assurance Specialist
UVA Survey Code:	UVA Survey Code Title:	
Pay Band:	Career Path:	IT Support
FLSA Status:	Management or Individual Contributor:	Individual Contributor

Position Summary: Describe below the primary purpose and function of this job

Test internally developed software to ensure compliance with minimum company standards and requirements. Create and maintain project test plans. Ensure that internally developed software is free from defects and meets or exceeds end-user requirements. May be responsible for testing purchased third-party software and/or services to ensure that company standards and end-user requirements are met.

Key Roles & Responsibilities: List up to 6 key roles and responsibilities of this job.

1. Perform a variety of complex tasks related to specialized inspection and testing of project output (hardware or software) to ensure that quality standards are met. Often develops new or may refine existing processes related to quality control and project failure identification and design standards verification. Test if software interferes with other software typically found on a computer.
2. Understand and follow the University testing methodology and development processes. Use agreed upon system to report defects. Categorize defects correctly. Explain defects thoroughly. Communicate problems/concerns.
3. Keep detailed records of defects, analyze these defects, and recommend ways to fix the problems.
4. Perform manual testing. Write detailed test plans, procedures, and scenarios. Execute detailed test plans, procedures, and scenarios.
5. Perform automated testing. Create accurate test hierarchies. Plan and record effective baseline. Edit scripts in a timely manner.
6. May develop automated testing programs/scripts.

Expertise: Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have an in-depth understanding of his/her discipline including all required certifications as well as an in-depth understanding of the business environment of a large university system. Incumbent must demonstrate an understanding of the University system, its policies, and its operating procedures. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have a strong background in computer science, mathematics, or information systems and knowledge of the major programming languages. Incumbent must have experience with standard QA methodologies, developing test plans and test cases, and using automated testing tools. Incumbent must possess strong skills in data management, analysis, and reporting as well as project management, business analysis, research and problem solving skills. Incumbent should be proficient in SQL and Oracle databases, Business Objects, UNIX, DATAFLUX and Visio.

Problem Solving: Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address complex problems and will use experience and judgment in selecting among authorized procedures. Incumbent seeks assistance when significant deviations are proposed, or when unprecedented problems arise. Incumbent assists senior staff in developing approaches to problem-solving and anticipating issues.

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Nature & Area of Impact: To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is felt within the team/department for which the incumbent works and may be felt within multiple, coordinating departments. Work quality, decision-making and long-term project management can affect the productivity of students, faculty and/or staff. Impact of errors can be substantial and/or university-wide.

Interactions / Interpersonal Skills: Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are with fellow team members and coordinating team members, but the incumbent will also have interactions with assigned student, faculty, or staff clients. Incumbent works with external vendors or service providers. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service. Incumbent will train and provide guidance to more junior staff members.

Distinguishing Characteristics

N/A

Job Requirements And Qualifications: Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

Minimum Education:	Bachelor's degree or equivalent experience in Computer Science, MIS, Computer Engineering or related discipline.	Preferred Education:	Bachelor's degree in Computer Science, MIS, Computer Engineering or related discipline.
Minimum Experience:	3-5 years	Preferred Experience:	5-7 years

Required Licenses/Certifications: May be certified as a Software Test Engineer (CSTE) or as a Quality Analyst (CQA).