

MODESTO CITY SCHOOLS
JOB DESCRIPTION
QUALITY ASSURANCE SPECIALIST

DEFINITION:

Under the direction of the Manager-Software Development, perform variety of technical duties involved in quality assurance testing; administer user security rights and privileges, monitor system processes, and provide maintenance of District Custom Applications and assigned websites; develop and maintain custom application documentation for custom software applications and online software sites; oversee and maintain call logging and defect tracking database, including assignments to programmers and determining final resolution; identify, analyze, and document application defects for programmers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform a variety of technical duties involved in quality assurance testing in support of the District's software development department; assist in the migration, configuration and integration of new District software applications.
- Assure consistent quality of software applications and validate quality assurances processes.
- Maintain and monitor Application Exception and Server Event Logs.
- Maintain various software applications to ensure proper functionality for phone systems and emails.
- Assist users in problem determination and solutions related to custom applications, both on site and via the call logging system.
- Administer end-user security for custom applications including user security rights and privileges as assigned.
- Produce and maintain Quality Assurance builds for custom applications being testing.
- Create and maintain internal and external websites.
- Create and manage software application build lists for the productions environment.
- Develop and maintain test plans; create work flow plans; schedule and perform testing to ensure applications are functioning according to written specifications.
- Develop and maintain documentation for custom applications including user guides, training materials and changes to applications; document and communicate enhancements and updates for custom applications.
- Receive feedback from Admin Users regarding new requests and enhancements; coordinate and facilitate meetings with Software Development Manager and Admin Users to discuss proposed changes.
- Conduct usability testing for custom applications; provide suggestions for design and functionality improvement.
- Run SQL queries to gather data for testing and troubleshooting software applications.
- Communicate with personnel, vendors, service representatives and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Collaborate with other with Software Development team to create sample data that can be used to test user scenarios.
- Input data into an assigned computer system and generate a variety of computerized reports; initiate queries, compile information, process reports and manipulate data as appropriate.
- Prepare and maintain a variety of records and reports related to assigned activities.
- Attend meetings and conferences; plan and conduct in-service trainings in proper use of custom applications.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:**Education and Experience:**

- Any combination equivalent to: Bachelor's degree in information systems, computer science or business administration and two years experience in the software testing and development field.

DESIRED QUALIFICATIONS:

- Three or more years of increasing responsibility supporting a specific purpose application environment in a school district.

Knowledge of:

- Principles and methods of programming and software development.
- Applicable quality assurance testing techniques.
- Internet related authoring tools.
- SQL Server, Active Directory and Visual Studio use, methods and practices.
- Applicable high-level programming language.
- Methods and procedures of operating computers and peripheral equipment.
- Applications software, personal computer operating systems, and network services.
- Record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.

Ability to:

- Perform a variety of technical duties involved in quality assurance testing.
- Utilize SQL Server including writing complex queries.
- Use de-bugging reporting tools and other software testing tools.
- Identify and define system and programming issues.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Understand and follow oral and written instructions.
- Meet schedules and time lines.
- Work independently with little direction.
- Prioritize and schedule work.

WORKING CONDITIONS:**Work Environment:**

- Indoor/Office environment.
- Constant interruptions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to view a computer monitor.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 12/14/10

Unit Approved: 2/23/11

Board Approved: 3/21/11

FLSA Status: Non Exempt

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