



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY QUALITY ANALYST II

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| Group-Section: Business Technology Group | FLSA Status: Non-Exempt Bargaining Unit: AFSCME | Salary Grade: 42 Job #: YA55 |
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JOB SUMMARY

This is the intermediate level position performing Information Technology Quality Analyst II job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level are provided established procedures for doing the work and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope.

OVERSIGHT

Supervision Received: The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Supervision Given: None

JOB DUTIES

1. Assists with conducting analysis and investigations of technical issues and prepares reports.
2. Assists with developing guidelines for the implementation of computer systems.
3. Assists with creating technical documents and structured deliverables following information technology standards, including test plans, test scripts, test results, test logs, and test status report.
4. Assists with creating and tracking to closure issues identified and reported during testing.
5. Assists with implementing improvements to the technical environment affecting quality control.

6. Learns and assists with analysis and implementation of possible solutions to problems that improve the quality, reduce the cost, or improve customer satisfaction.
7. Assists with the development of quality information technology processes.
8. Performs quality assurance or quality control activities with minimal supervision.
9. Learns and assists to coordinate activities related to quality assurance on projects or initiatives.
10. Learns and assists with the analysis and implementation of quality metrics.
11. Learns and assists with the analysis of emerging quality assurance technologies.
12. Assists with creating technical documents and structured deliverables following information technology standards, including deliverable reviews, phase reviews, quality review reports, and metrics reports.
13. Learns and assists with analysis and implementation of possible solutions to problems that improve the quality, reduce the cost, or improve customer satisfaction.
14. Learns and assists with the analysis and implementation of quality metrics.
15. May participate on a project team.
16. Performs other related Information Technology Quality Analyst job duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university in a related field and two years of relevant experience.

Required Knowledge of: Principles, practices, and procedures of Information Technology quality methodologies; methods to execute quality control testing and test documentation and reporting; methods to develop and deploy quality assurance policies, procedures, and practices; information technology life cycle methodologies; information technology practices relating to quality management, test management, and system development; analytical methods; decision-making methods or models; use of quality control methodologies; principles and practices of the use of automated testing; use of quality assurance methodologies; principles and practices of quality metrics; and current office technology and equipment.

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Required Skills and Abilities to: Assist with the application of information technology practices for quality control or quality assurance for an information technology organization; assist with the development of quality control or quality assurance policies, practices, processes, or procedures; assist with providing quality assurance or quality control support for information technology systems developed internally, procured, or customized; ability to use analytical methods to assist with the development of a solution to a quality-related problem; use decision-making methods or models; assist with planning and the execution of a variety of assignments to meet business objectives under established guidelines; learn technical and business complexities relating to quality across related modules; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

Certificates

- None

Licenses

- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations

- None

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Physical Demands: The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as personal computers and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment: The work involves moderate risks or discomforts that require special safety precautions, e.g., working around moving parts, carts, or machines, or irritant chemicals; etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

Vision Requirements: No special vision requirements.

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