THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

SENIOR INFORMATION TECHNOLOGY QUALITY ANALYST

Group-Section: Business Technology Group	**FLSA Status:** Non-Exempt **Bargaining Unit:** AFSCME	**Salary Grade:** 52 **Job #:** YA57

JOB SUMMARY
This is the advanced journey level position performing Senior Information Technology Quality Analyst job duties.

DISTINGUISHING CHARACTERISTICS
Positions at this level are recognized as technical specialist using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed new policies. Decisions regarding what needs to be done include interpreting data, planning of the work, or refining the methods and techniques to be used. The work involves established criteria; formulating projects; assessing program effectiveness; or analyzing variety of unusual conditions, problems, or questions. The work product or service may affect activities, or the operation of other organizations.

OVERSIGHT

Supervision Received: The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

Supervision Given: Acts as a lead. Coordinates and reviews work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

JOB DUTIES
1. Leads and conducts analysis and investigations of technical issues, prepares reports, and makes recommendations.

2. Leads and develops guidelines for the implementation of computer systems.

3. Leads and creates technical documents and structured deliverables following information technology standards, including test plans, test scripts, test results, test logs, and test status reports for Real Time Systems, Management Information Systems or other similar project and initiatives.

4. Leads and reviews technical documents and structured deliverables following information technology standards, including test plans, test scripts, test results, test logs, and test status reports for Real Time Systems, Management Information Systems or similar projects and initiatives.

5. Leads, creates, and tracks to closure issues identified and reported during testing.

6. Identifies and recommends improvements to the technical environment affecting quality control.

7. Leads analysis and implementation, and recommends possible solutions to problems that improve the quality, reduce the cost, or improve customer satisfaction of Real Time Systems, Management Information Systems) or similar projects and initiatives.

8. Leads, performs, documents, and coordinates the unit and system testing of Real Time Systems, Management Information Systems or similar projects and initiatives.

9. Leads and conducts user acceptance testing on information technology Real Time Systems, Management Information Systems or similar projects and initiatives.

10. Leads and trains in the concepts and practices of Quality Control for Real Time Systems Management Information Systems or similar projects and initiatives.

11. Leads and develops validation and verification test plans to meet customer requirements for Real Time Systems, Management Information Systems or similar projects and initiatives.

12. Reviews and approves structured life cycle deliverables.

13. Leads and performs analysis of emerging quality assurance technologies and provides recommendations.

14. Leads, coordinates, and performs activities related to quality assurance on projects or initiatives.

15. Leads and creates technical documents and structured deliverables following information technology standards, including deliverable reviews, phase reviews, quality review reports, and metrics reports

16. Leads analysis and implementation, and recommends possible solutions to problems that improve the quality, reduce the cost, or improve customer satisfaction.

17. Reviews and approves structured life cycle deliverables.

18. Reviews and approves special quality reports.

19. Leads, analyzes, recommends, and implements quality metrics.

20. Acts as Project Manager; plans, coordinates, and conducts projects within area of responsibility, including monitoring scope, quality, budget, and schedule.

21. Performs other related Information Technology Quality Analyst job duties as required.

Job Title: Senior Information Technology Quality Analyst
Job Code: YA57
Adopted: 03/11/13
Revised:
Supercedes:
Page 2

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

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

Required Knowledge of: Principles, practices, and procedures of Information Technology quality methodologies for Real Time Systems, Management Information Systems or other business systems; operational characteristics of information technology systems; methods and techniques to perform quality control activities to analyze applications, design testing documents, and execute and document test results; oversight of user acceptance processes and practices; test defect tracking and closure; practices of quality control programs; industry recognized quality control procedures; information technology methods and procedures, including systems life cycles and applications development; test planning and reporting; Real Time Systems or Management Information Systems (MIS); information technology best practices relating to project management, quality management, test management, and system development; analytical methods; decision-making methods or models; change management; configuration management; principles, practices, and procedures of Information Technology quality methodologies; automated test methodologies; methods to develop and implement quality assurance activities; quality assurance documentation and reporting; Methods to develop and deploy quality assurance policies, procedures, and practices; information technology life cycle methodologies; information technology best practices relating to project management, configuration management; and system development; for information technology systems developed internally, procured, or customized; Event review practices and documentation; lessons learned practices and documentation; information technology metrics program development and implementation; project management; and current office technology and equipment.

Required Skills and Abilities to: To lead and execute quality control support for Real Time Systems or Management Information Systems including control and monitoring systems and initiatives that are developed internally, procured, or customized; understand different categories and expectations of testing; understand module integration, and validation; respond, diagnose, and resolving quality control related problems; review requirements, design, test, implementation specifications, and other life cycle deliverables to create quality reports; develop, document, and implement quality control processes and procedures; provide training; plan, and carry out a variety of assignments to meet business objectives under established guidelines; understand technical and business complexities relating to quality across related modules; assist with the application of information technology best practices for quality assurance for an information technology organization; develop quality assurance policies, practices, processes, or procedures; provide quality assurance support for information technology systems developed internally, procured, or customized; use analytical methods to assist with the development of a solution for a quality-related problem; use decision-making methods or models; analyze, design, and implement a quality metrics program including reports; conduct and document lessons learned or other post mortem reviews and make process recommendations for improvement; plan and the perform a variety of assignments to meet business objectives under established guidelines; to understand and apply technical and business complexities relating to quality across related modules; to analyze current and up-coming trends in information technology that impact quality and make recommendations for improvement; use independent judgment and exercise discretion; 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; lead and train; and operate current office equipment including computers and supporting applications.

Job Title: Senior Information Technology Quality Analyst
Job Code: YA57
Adopted: 03/11/13
Revised:
Supercedes:
Page 3

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.

Job Title: Senior Information Technology Quality Analyst
Job Code: YA57
Adopted: 03/11/13
Revised:
Supercedes:
Page 4