



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY QUALITY ANALYST III

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 47 <b>Job #:</b> YA56
--	--	---

### JOB SUMMARY

This is the journey level position performing Information Technology Quality Control Analyst III 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. Creates technical documents and structured deliverables following information technology standards, including test plans, test scripts, test results, test logs, and test status reports for either business or control systems.
4. Reviews technical documents and structured deliverables following information technology standards, including test plans, tests scripts, test results, test logs, and test status reports for either business or control systems.

5. Creates and tracks to closure issues identified and reported during testing.
6. Implements improvements to the technical environment affecting quality control.
7. Assists with analysis and implementation, and may recommend possible solutions to problems that improve the quality, reduce the cost, or improve customer satisfaction.
8. May lead and train.
9. Performs unit and system validation tests on Information Technology Management Information Systems, similar projects and initiatives, or on Information Technology Control Systems.
10. Conducts user acceptance testing on Information Technology Management Information Systems, similar projects and initiatives, or on Information Technology Control Systems.
11. Assists with the review and recommend approval of structured life cycle deliverables.
12. Performs analysis of emerging quality assurance technologies and may provide recommendations
13. Coordinates and performs activities related to quality assurance on projects or initiatives.
14. Creates technical documents and structured deliverables following information technology standards, including deliverable reviews, phase reviews, quality review reports, and metrics reports.
15. Assists with analysis and implementation, and may recommend possible solutions to problems that improve the quality, reduce the cost, or improve customer satisfaction.
16. Reviews structured life cycle deliverables for quality and generates quality reports.
17. Perform special quality reviews as directed by management, and generates report
18. Assists with the analysis and implementation of quality metrics.
19. May participate on a project team.
20. Performs other related Information Technology Quality Control 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 six years of relevant experience.

**Required Knowledge of:** Principles, practices, and procedures of Information Technology quality methodologies; 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

Job Title: Information Technology Quality Analyst III

Job Code: YA56

Adopted: 03/11/13

Revised:

Supercedes:

Page 2

technology methods and procedures, including systems life cycles and applications development; test planning and reporting; Management Information Systems or real-time control systems; information technology best practices relating to project management, quality management, test management, and system development; analytical methods; decision-making methods or models; 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, quality management, test management, and system development; for information technology systems developed internally, procured, or customized; event review practices and documentation; lessons learned practices and documentation; analytical methods; decision-making methods or models; information technology metrics programs; and current office technology and equipment.

**Required Skills and Abilities to:** Provide quality control support for information technology systems developed internally, procured, or customized; understand different categories and expectations of testing; understand module integration and validation; respond, diagnose, and resolve quality control related problems; review requirements, design, test, and implement specifications, and other life cycle deliverables to create quality reports; develop, document, and implement quality control processes and procedures; use decision analysis tools and techniques; work with vendors relating to quality of deliverables; 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 and design a quality metrics program including reports; conduct and document lessons learned or other post mortem reviews; plan and the perform a variety of assignments to meet business objectives under established guidelines; understand and apply technical and business complexities relating to quality across related modules; analyze current and up-coming trends in information technology that impact quality; 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; 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

Job Title: Information Technology Quality Analyst III

Job Code: YA56

Adopted: 03/11/13

Revised:

Supercedes:

Page 3

**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.