INFORMATION TECHNOLOGY QUALITY ASSURANCE TEAM MANAGER

Group-Section: Information Technology Group	**FLSA Status:** Exempt **Bargaining Unit:** MAPA	**Salary Grade:** 061 **Job #:** TM028

JOB SUMMARY

Responsible for ensuring the overall quality of information technology systems and services. The quality assurance aspect of the job includes responsibility for facilitating the design, development, integration, implementation, and administration of Information Technology processes to ensure quality and assisting with the development and implementation of metrics. The quality control aspect of the job entails overseeing and reviewing test plans and actual testing of traditional and real-time systems; and ensuring information technology testing facilities have current and appropriate hardware and software.

OVERSIGHT

Oversight Received: Receives direction from the Information Technology Section Manager.

Oversight Given: Manages and supervises a staff of professionals and technicians.

JOB DUTIES

1. Manages the design, development, integration, implementation, and administration of Information Technology quality assurance process; ensures that process analysis and quality checkpoints are complete; and evaluates results.

2. Provides oversight and expertise to the Information Technology testing process; guides the development of formal test plans; assigns staff to assist with the testing; and identifies hardware and software needs for Information Technology testing facilities.

3. Manages the event review process; facilitates the change management process; and assists with the development and refinement of Information Technology metrics.

4. Supervises staff including selection, assignment and monitoring of work, coaching, counseling, and performance assessment; reviews work for thoroughness and adherence to standards; and assesses employees' competencies and develops training plans.

5. Provides general administration of the team including establishing and tracking team goals and objectives; analyzes team activities and prepares, develops and monitors team budget; evaluates resource needs; assists in the development of the annual business plan; and provides quarterly updates of the business plan.

6. Estimates quality assurance and quality control costs and staffing requirements for requested projects; selects and monitors temporary staff and consultants; and prepares and evaluates request for proposals, participates in selection of contractors, and manages contracts for services.

7. Assists in developing team and unit policies, methods, and procedures; and reviews and makes recommendations regarding the development of procedures, project milestones, presentation, and documentation.

8. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Principles and practices of quality assurance and quality control; principles of system life cycle management; principles and practices of metrics development and implementation; supervisory methods and techniques; team building; contract administration; project management including planning, scheduling, and costing; report writing; personnel management practices; practices and principles of strategic planning; policies and procedures related to budget, procurement, and human resources; programming theory and design; and basic understanding of relevant operating systems, database design, networking, and information security principles.

Required Skills and Abilities to: Plan and organize the work of the team; encourage and facilitate cooperation; interpret laws, rules, and regulations relevant to the section and group; communicate orally and in writing; determine training needs of staff; establish collaborative working relationships with all levels within Metropolitan; and develop test plans, perform system design, system development, and all types of testing.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates
- None

Licenses
- Valid California Class C Driver License

Registrations
- None

DESIRABLE QUALIFICATIONS
Certified Software Quality Analyst or similar certification in the information technology quality assurance and quality control field is highly desirable.

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PHYSICAL DEMANDS/WORK ENVIRONMENT
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 essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment,   avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements

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