



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY QUALITY ANALYST I

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 37 <b>Job #:</b> YA54
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### JOB SUMMARY

This is the entry level position performing Information Technology Quality Analyst I job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level learn to use professional concepts to resolve problems of limited scope and complexity; work on assignments that are routine in nature, requiring limited judgment and decision making. Specific and detailed guidelines covering all aspects of the assignment are provided; work is in strict adherence to the guidelines; deviations must be authorized. The work consists of tasks that are clear-cut and directly related.

### OVERSIGHT

**Supervision Received:** For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

**Supervision Given:** None

### JOB DUTIES

1. Learns and assists with conducting analysis and investigations of technical issues and prepares reports.
2. Learns and assists with developing guidelines for the implementation of computer systems.
3. Learns and assists with creating technical documents and structured deliverables following information technology standards, including test results, test logs, and test status reports.
4. Learns and assists to create and track to closure issues identified and reported during testing.
5. Learns and assists with implementing improvements to the technical environment affecting quality control or quality assurance.
6. Learns and assists with conducting quality assurance reviews and reports.
7. Learns and assist with the development of quality IT processes.
8. Performs quality assurance or quality control activities with supervision.

9. May participate on a project team.
10. 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.

**Required Knowledge of:** Basic 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; quality management, test management, and system development; analytical methods; decision-making methods or models; and current office technology and equipment.

**Required Skills and Abilities to:** Learn to apply information technology practices for quality control or quality assurance for an information technology organization; learn to provide quality assurance or quality control support for Information technology systems developed internally, procured, or customized; learn analytical methods; Learn decision-making methods or models; learn and 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.