



# Quality Assurance Analyst

<b>Job Code</b>	20001070	<b>Job Family</b>	Technology	<b>Professional / Knowledge Worker</b>	
<b>Department</b>		<b>Reports to</b>	Senior Manager, ITS Program Management	<b>Union Status</b>	Non-represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2054	<b>This Job is a Lead</b>	No
<b>Last Updated</b>	4/4/2023				

## Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

## Job Summary

Provides quality assurance (QA) to project teams and is part of a dynamic team ensuring District IT solutions meet high quality standards in a complex technical environment and works closely with business and IT staff across a variety of roles such as project management, architecture, development, configuration, business and systems analysis. Provides quality assurance (QA) to project teams, oversees the testing strategy, defines the testing approach in collaboration with the Test Lead/Manager, and is responsible for ensuring quality on assigned projects. Analyzes system requirements, creates test data and test plans, establishes metrics, applying industry best practices, and developing new tools and processes as required. Provides work direction, mentorship, and coaching to project team members.

## Accountabilities

### Accountability #1

Achieve employee and community trust in how the District manages technology testing and automation systems by assisting the delivery of cost effective and efficient maintenance through adhering to best practices and standards, assisting efforts to meet system reliability and availability Key Performance Metrics, providing input to solutions that provide value and continually enhance operational processes, support vendor management to ensure adherence to contract terms and service levels, and similar responsibilities.

### Accountability #2

Achieve employee and community trust in how the District utilizes technology testing and automation systems implementation by using best practices designed for cyber security, confidentiality and the privacy of PII data, contributing to solutions that provide cyber security and privacy of data, providing direction to operational processes to continually improve them for better cyber security, supporting implementations in secure and confidential manner, and similar responsibilities.

### Accountability #3

Supports the security and confidentiality of technological systems, processes and data on behalf of our customers and stakeholders by pursuing best practices designed for cyber security and the confidentiality of PII data; seek solutions that ensure security and privacy of data; and provide input to operational processes as to how to continually improve them for better security and privacy of PII data, and similar responsibilities.

### Accountability #4

Contributes to the configuration, administration, support, and maintenance of the District's Quality Assurance/Testing computer systems (installs, develops, sets up, and tests hardware and software

systems). Troubleshoots and resolves technical issues as they arise. Proactively engage customers to ensure teams provide support by responding to all technology requests. Generally, contributes to on the development, change decisions and troubleshooting for QA systems supporting enterprise technology solutions and projects, and similar responsibilities.

**Accountability #5**

Achieve the highest level of customer service (internal and external) through effective communication and collaboration to ensure technology needs are met to support in providing reliable and cost effective service. Builds and maintains effective relationships with stakeholders inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners). Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees. Actively supports and encourages every team member to share their ideas in an open and inclusive manner, and similar responsibilities.

**Accountability #6**

Contributes to the strategy, methodology, standards, and tools for the Quality Assurance (QA) and Software Development in Test (SDET) practice for the District. Participates on teams to deliver technology solutions that meet requirements in a efficient and reliable manner. Provides QA knowledge through the product development life cycle, ensuring the success of operations and project teams for manual and automated testing efforts, and similar responsibilities.

**Accountability #7**

**Accountability #8**

**Accountability #9**

**Accountability #10**

**Minimum Qualifications Note**

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at [HRRecruiting@snopud.com](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

### Qualifications – Education and Experience

**Minimum Required Education and Experience:**

Bachelor's Degree in Computer Science, Engineering, Business, or related field;

OR

Four (4) years of experience in Quality Assurance including Functional Testing, Regression Testing, and Integration Testing.

**Preferred Education and Experience:**

### Qualifications – License(s) and/or Certification(s)

**Minimum Required License(s) and/or Certification(s):**

**Preferred License(s) and/or Certification(s):**

### Qualifications – Skills and Abilities

**Minimum Required Skills and Abilities:**

- Experience testing applications of various types.
- Systems/Software Development Lifecycle (SDLC) methodology.
- Knowledge of testing and troubleshooting.
- Business writing concepts.
- Problem identification and analysis techniques.

System security software awareness.

Basic troubleshooting techniques, file access methods, and data base concepts. Communicate and work effectively with co-workers, customers and external vendors.

Think logically, be organized and attend to details.

Problem solve.

Work as part of a team.

Maintain, testing processes.

Perform a variety of tasks and assignments simultaneously and meet deadlines.

Work in a fast paced changing environment.

Use good judgment.

Work with and maintain confidential information appropriately.

Maintain standards and keep accurate documentation.

Support small to moderate projects through project and/or SDLC lifecycle(s).

Work in a team and matrix resource environment.

Learn and apply software engineering practices and methodologies.

### **Preferred Skills and Abilities:**

Project management principals, practices, and philosophies.

Vendor Management.

Creating test plans and including SAP and cloud Applications.

Test case automation in least one development technology.

Knowledge of batch scripts, and presentation techniques.

Cost-benefit analysis.

Development, quality assurance, and integration methodologies.

System analysis and design.

System and technical documentation.

Software engineering practices and methodologies.

Software upgrades and change processes.

Experience in modern programming languages like C#, Java, Python, etc.

## **Competencies**

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication

- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

## Physical Demands

### Physical Demands List

### Frequency

Sit	Constant (67-100%)
Walk	Seldom (1-10%)
Stand	Seldom (1-10%)
Drive	Seldom (1-10%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Never
Grasp (forceful)	Never
Fine finger manipulation	Constant (67-100%)

Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Occasional (11-33%)
Use close vision	Frequent (34-66%)
Use distance vision	Seldom (1-10%)
Use color vision	Frequent (34-66%)
Use peripheral depth perception	Never
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

**Additional Physical Demands not listed above and associated frequency below.**

## Mental Demands

### Communication

	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Occasional (11-33%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)

### Comprehension

	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)

### Reasoning

	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Occasional (11-33%)

### Organization

	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Frequent (34-66%)

<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

**Additional Mental Demands not listed above and associated frequency below.**

### Work Environment

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**

<b>Risk Conditions List</b>	<b>Frequency</b>
Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Never

**Additional Risk Conditions present in this job not listed above and the associated frequency below.**



## On-Call Status and Frequency

**On-Call is required.**

- Yes
- No

**On-call activities and frequency.**

## Work Location

**The primary assignment for this position is:**

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.