



Test Manager

Job Code	20001021	Job Family	Technology	Professional/Knowledge Worker	
Department	Quality Assurance	Reports to	Sr Mgr ITS Program Management	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059	This job is a Lead	Yes
Last Updated	6/30/2023				

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) leadership to project teams, oversees the testing strategy, defines the testing approach, 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. The Test Manager is responsible for the quality of the software through manual and automated testing of application systems. They provide quality assurance (QA) leadership to project teams, develop and oversees the testing strategy, defines the testing approach, and is responsible for ensuring quality on assigned projects. They deliver high-quality test solutions by applying appropriate technologies, QA best practices, and quality standards. The Test Manager collaborates with ITS and project teams to help them define and document testing plans, types of tests, test environments, and tools to be used for testing in operational, support, and project (waterfall, Agile, etc.) environments. The Test Manager may also work with ITS and business teams on automation initiatives.

Accountabilities

Accountability #1

Achieve the highest level of employee and community trust in how the District manages technology testing and automation systems by ensuring the delivery of cost effective and efficient maintenance through adhering to best practices and standards, leading 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 the highest level of employee and community trust in how the District manages technology testing and automation systems implementation by establishing best practices designed for cyber security, confidentiality and the privacy of PII data, designing solutions that provide cyber security and privacy of data, providing direction to operational processes to continually improve them for better cyber security, managing 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

Leads 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, leads on 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

Ensures the strategy, methodology, standards, and tools for the Quality Assurance (QA) and Software Development in Test (SDET) practice for the District to deliver technology solutions that meet requirements in a efficient and reliable manner. Provides leadership and expertise 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, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Computer Science, Engineering, or related field, AND
Six (6) years of experience in Quality Assurance including Functional Testing, Regression Testing & Integration Testing;

OR

Ten (10) years of experience in Quality Assurance including Functional Testing, Regression Testing & 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 leading test plans and developing test strategies for enterprise solutions

Testing applications of various types including SAP and cloud Applications
Test case automation in least one development technology
Systems/Software Development Lifecycle (SDLC) methodology
Batch scripts, testing and troubleshooting
Business writing concepts and presentation techniques
Cost-benefit analysis
Development, quality assurance, and integration methodologies
Problem identification and analysis techniques
System analysis and design
System and technical documentation
System security software
Troubleshooting techniques, file access methods, and data base concepts
Software engineering practices and methodologies
Software upgrades and change processes
Proficiency in modern programming languages like C#, Java, Python
Communicate and work effectively with all levels of the organization, co-workers, customers and external vendors
Think logically, be organized and attend to details
Problem solve
Work as part of a team
Develop, implement, maintain, and improve testing processes
Perform a variety of tasks and assignments simultaneously and meet deadlines
Work in a fast paced changing environment
Use independent and discretionary judgment
Work with and maintain confidential information appropriately
Maintain standards and keep accurate documentation
Lead moderate/large projects through project and/or SDLC lifecycle(s)
Work in a team and matrix resource environment
Learn and apply software engineering practices and methodologies
Oversee, coach, train and mentor

Preferred Skills and Abilities:

Project management principals, practices, and philosophies
Vendor Management

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability
 Aligning Performance for Success
 Building Customer Relationships
 Building Talent
 Coaching
 Communication
 Continuous Improvement
 Continuous Learning
 Courage
 Creating a Culture of Trust
 Creating an Inclusive Environment
 Customer Focus
 Delegation and Empowerment
 Driving for Results
 Driving Innovation
 Emotional Intelligence Essentials
 Empowering Decision Making
 Execution
 Guiding Team Success
 Initiating Action
 Inspiring Others
 Leveraging Feedback
 Positive Approach
 Professional Knowledge and Aptitude
 Selecting Talent
 Stress Tolerance
 Technology Savvy

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%)
Resilience	Frequency
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

Environmental Conditions List	Frequency
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.

Risk Conditions List	Frequency
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.

