This position is responsible for the operation of a department. An individual in this position will be expected to perform additional job related responsibilities and duties as assigned and/or necessary.

**Essential Functions**

An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.

Manages quality assurance and testing work streams for projects by assessing requirements and other static test artifacts (for example, documentation review, code reviews, requirement reviews); reviewing verification results with team members; creating testing plans; analyzing testing coverage and reviewing test cases to ensure alignment with testing plans; reviewing testing results to ensure a sound product design and development; identifying issues with projects and communicating them to stakeholders; and developing potential solutions for project issues.

Evaluates and recommends software quality assurance (SQA) procedures for systems projects by identifying best practices based on the type of project and coordinating with project team members to ensure approach alignment; creating metrics for project success and reporting on these metrics throughout the project life cycle; escalating discovered problems, issues, and risks to the quality assurance (QA) team lead; and documenting test plans and strategies.

Supports troubleshooting for defects in software coding by collaborating with the project team to review coding algorithms; reviewing and analyzing quality information (for example, issue, impact, criticality, possible root cause); assisting in the development of testing plans to test code; interpreting results to determine further action; communicating and assisting in the resolution of code errors; and recommending code fixes or solutions for testing errors.

Demonstrates up-to-date expertise and applies this to the development, execution, and improvement of action plans by providing expert advice and guidance to others in the application of information and best practices; supporting and aligning efforts to meet customer and business needs; and building commitment for perspectives and rationales.

Provides and supports the implementation of business solutions by building relationships and partnerships with key stakeholders; identifying business needs; determining and carrying out necessary processes and practices; monitoring progress and results; recognizing and capitalizing on improvement opportunities; and adapting to competing demands, organizational changes, and new responsibilities.

Models compliance with company policies and procedures and supports company mission, values, and standards of ethics and integrity by incorporating these into the development and implementation of business plans; using the Open Door Policy; and demonstrating and assisting others with how to apply these in executing business processes and practices.

**Competencies**

An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.

**Customer/Member Centered:** Meet Internal and External Customer/Member Needs - Identifies the requirements, expectations, and needs of customers/members. Supports and aligns with initiatives, goals, and actions focused on improving customer/member service. Addresses the concerns and issues of internal and external customers/members. Uses customer/member data, analyses, and insights to improve customer/member-related decisions.

Judgment: Demonstrate Professional Judgment - Researches and integrates relevant information and data, and uses expertise to make recommendations or decisions. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Uses business measures and analyses to identify improvement opportunities. Probes and looks beyond symptoms to determine the root causes of problems and identify possible solutions.

Execution and Results: Focus on Execution and Results - Aligns and pursues work activities to achieve the mission and business priorities of the organization. Shares information, practices, and resources across functions, organizations, and locations to improve performance. Effectively uses existing processes and tools to achieve performance objectives. Uses and explains major process steps to manage time, resources, and challenges to meet goals.

Planning and Improvement: Plan for and Improve Performance - Develops and implements plans, practices, and processes to better achieve organizational goals. Develops contingency plans to manage or eliminate potential problems. Identifies and recommends ways to continually improve and streamline processes and practices.

Influence and Communicate: Build Influence - Develops and presents logical, convincing reasons in support of one's perspectives and initiatives. Proactively shares relevant information and timely updates with appropriate people. Listens attentively and asks questions to ensure understanding. Researches information for and prepares documents and presentations that effectively convey relevant information in a timely manner.

Ethics and Compliance: Model Ethics and Compliance - Complies with policies and procedures. Demonstrates ethical performance. Supports efforts to enforce compliance with policies and procedures.
Adaptability: Adapt Professionally - Demonstrates creativity and strength in the face of change, obstacles, and adversity. Adapts to competing demands and shifting priorities. Updates and shares knowledge and skills to keep current in one's area of expertise. Embraces change and supports its implementation.

Build Relationships: Form Relationships - Builds trusting, collaborative relationships and alliances across functional and organizational boundaries. Relates to others in an accepting and respectful manner, regardless of their organizational level, personality, or background. Collaborates with people from diverse backgrounds, experiences, and functional areas to discover new perspectives.

Physical Activities
The following physical activities are necessary to perform one or more essential functions of this position.

- Enters and locates information on computer.
- Presents information to small or large groups and individuals.
- Communicates effectively in person or by using telecommunications equipment.
- Creates documents, reports, etc., using a writing instrument (such as a pencil or pen) or computer.
- Visually verifies information, often in small print.
- Reads information, often in small print.

Entry Requirements

Minimum Qualifications
- Bachelor's degree in Computer Science, Information Technology, or related field and 3 years experience in quality engineering, software development, or related field OR 5 years experience in quality engineering, software development, or related field.

Preferred Qualifications
- 4 years software development experience, including object-oriented analysis and design.
- 2 years experience in .Net technologies (for example, ASP.Net, C#).
- 2 years experience with SOA, Web services, XML, or REST technologies.
- 2 years experience with code coverage testing, including condition decision and block coverage.
- 1 year experience identifying and reviewing unit and integration level test cases.
- 1 year experience with automated unit testing tools, including NUnit, MSTest, Coded UI, or Team Foundation Server (TFS) Load test.
- 1 year experience with SQL Server.
- 1 year experience with designing and developing regression scripts using Quick Test Professional (QTP).
- 1 year experience performing application and full system load testing.
- 1 year experience with SDLC models, including Waterfall, Agile, or RAD.
- 1 year experience using bug tracking tools, including BugZilla and TFS.
Signature

I have read and understand the essential functions for this position and certify that:

__________________________
I have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

__________________________
I do not have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

__________________________
Associate/Applicant Printed Name

__________________________
Associate/Applicant Signature

__________________________
Date