Analyst, IT Quality Assurance

FLSA Status: Exempt
Pay Grade: 19
Job Title ID: 191003
Job Series/Job Family: Information Technology Series / Applications Family

Reports To

Director, Applications Development

Job Purpose

To evaluate and test new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to college guidelines.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Supports and serves as a technical expert for ACC's in-house developed applications in all stages of development, testing, and production.
2. Conducts tests on computer software programs to make sure the programs perform properly and are easy to use. Determines weaknesses in the computer code.
3. Defines the operating standards that the software must meet in order to be released to the public.
4. Tests to assure the software being developed does not interfere with other software typically found on a computer.
5. Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.
6. Reviews new or modified programs, including documentation, diagram, and flow charts, to determine if programs will perform according to user requests and conform to guidelines.
7. Assists with developing policies and/or procedures as needed.
8. Provides upper level support to users having difficulties with applications.
9. Collaborates on special projects.
10. Keeps current with the latest technology. Regularly attends technical training in order to maintain technical expertise.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Information Technology practices, standards, and protocol.

Preferred

- Understanding of Relational Database Theory
- Knowledge and experience with administering CollegeNET Resource 25 scheduling software application.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule and providing on-call assistance including some nights and

weekends.
- Troubleshooting techniques used to resolve application related problems.
- Ability to prioritize workload effectively under pressure, meet deadlines and work with a high level of independence.
- Ensuring availability, dependability, and reliability of assigned applications.
- Excellent oral and written communication skills.
- Maintaining confidentiality of work related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.

Computer Skills
Required
- Demonstrated proficiency using standard office software applications, query and control languages, application administration, and providing technical support to end users.

Physical Requirements
Required
- Occasional lifting of objects up to 50 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is primarily performed in a standard office environment.

Work Experience
Required
- Two years work experience in software application administration or development.

Education
Required
- Associate degree in Computer Science or Information Technology field, or equivalent combination of education and work experience.

Preferred
- Bachelor's degree in computer information systems, computer science, or related field.

Licenses/Certifications
Required
- Valid Texas Drivers License if applicable to area of specialization.

Other
Required
- Depending on area of assignment, experience with web application development may be required.

Preferred
- Knowledge of major administrative or educational software applications, such as finance, human resources, or student systems.

Safety
Required
- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.