



## Job Description

**Job Title: Quality Assurance Specialist I**

**JTC: TCP**

**Salary Range: N05**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for planning, coordinating and implementing the quality assurance activities by reviewing quality specifications and technical design documents to provide timely and meaningful feedback. Designs/implements tests, debugs and defines corrective actions.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience as a quality assurance specialist or relevant role in testing methodologies. Knowledge of standard quality assurance, development tools, and quality control. In-depth understanding of the various testing concepts (e.g. functional, usability, performance). Knowledge of current best practices in usability and accessibility.

Strong problem solving and analytical skills with attention to detail. Ability to identify opportunities to adopt innovative testing technologies and techniques. Capable of conducting tests, inspection/review of products, services or processes to evaluate quality of performance. Excellent organizational and time management skills.

Ability to foster a collaborative work environment and build/maintain working relationships with diverse individuals internal and external to the organization. Must be self-driven, able to work independently and as part of a team in a fast-paced work environment. Able to coordinate multiple assignments and projects of varying complexity.

Ability to manage and coordinate assigned tasks and effectively complete expected deliverables in a timely manner. Must be able to clearly document, track and report test results, analysis, and unresolved issues. Ability to review functional and technical specifications with a focus on testability and quality improvements.

Experience in writing clear, concise and comprehensive test plans and test cases. Must have excellent presentation, oral and written communication skills. Must be able to provide excellent customer service.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree plus one (1) year of related work experience. Official transcripts are required. Special licenses or certifications may be required depending on the nature of the position. Current and valid Texas driver's license required for off-site travel. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the creation, execution and maintenance of quality assurance plans, test cases, specifications, scripts, scenarios and test conditions. Responsible for analyzing system specifications, testing customizations and updates to applicable systems following District policies and procedures. Ensures all legal standards are met. Stays up-to-date with new testing tools and test strategies through professional development activities.

Creates detailed, comprehensive and well-structured test plans and test cases. Monitors performance by gathering relevant data, as well as producing quality reports, statistical reviews and relevant documentation.

Collaborates with software system trainers, system support analysts, etc., to identify requirements/ changes to applicable systems to ensure accurate, up-to-date training and support. Collaborates with diverse internal/external stakeholders and constituents within the DCCCD community network to improve system(s) standards and procedures.

Performs broad types of testing including functional, system, integration, regression as well as front and back-end testing. Investigates the causes of non-conforming software and train users to implement solutions. Schedules quality tests or strategies in accordance with project scope or delivery deadlines.

Uses interpersonal skills to interact effectively with diverse, internal/external stakeholders and constituents prioritize, plan and coordinate testing activities. Prepares written communication for presentation and the development of reports for various audiences. Provides excellent customer service.

Performs other duties as assigned.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*