

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – STRATEGY & ARCHITECTURE SECTION – LOCATION – 55 YORK BLVD.)

#### QUALITY ASSURANCE SPECIALIST

##### SUMMARY OF DUTIES

Reporting to the Supervisor, Strategy, Architecture & Solutions, the Quality Assurance (QA) Specialist is responsible for developing, implementing and maintaining Quality Assurance (QA) programs and processes related to information technology service goals, objectives and standards of practice. The QA Specialist will collaborate with Information Technology and the Business Units to elicit and analyze data in support of business cases, proposed projects, and systems requirements. This will include the development and implementation of project plans, quality assurance strategies and tactical approaches in the execution of small to enterprise scale initiatives. The QA Specialist will collaborate with Information Technology and the Business Units to design and establish Enterprise Architecture principles supporting end to end quality. The QA Specialist will oversee the design of test plans and scripts for tracking defects and fixes in product development, software application development, information systems, and operations systems. The QA Specialist will apply proven analytical and problem-solving skills to help validate IT processes through careful testing to maximize the benefit of business investments in IT initiatives.

##### GENERAL DUTIES

Assist managers and specialists in the development of Continuous Quality Improvements and QA processes and testing standards for their new applications, products, and/or enhancements to existing applications such as program analysis to identify key elements requiring measurement, assignment of standards and developing indicators for these standards throughout their development/product lifecycles.

Collaborate with the Enterprise Architecture programs and staff to ensure quality assurance is sustainable, current and priority in our processes.

Consult with internal and external stakeholders including IT personnel, Divisional Management, vendors and suppliers.

Liaise with vendors and suppliers in assessing applications and/or systems under consideration for purchase.

Lead the planning and delivery of small to enterprise scale projects

Analyze and test applications/software under deployment to determine if intended functionality meets service requirements, system compliance and technical specifications. Collaborate with software/systems personnel and end users in application testing, such as system, unit, regression, load, and acceptance testing methods as required.

Ensure the creation and execution of test plans and scripts to ensure applications meet QA standards, business, systems and end-user requirements and to identify existing or potential issues. Communicate test progress and results to project stakeholders and Management.

Conduct internal audits to measure and determine adherence to standards, policies, procedures and established QA standards for software development, application integration and information system performance and makes recommendations to Divisional Management.

Investigate concerns and complaints relating to processes and service delivery, documenting and reporting findings to the Director and Divisional Management along with recommendations for resolution.

Develop methods to track indicators against assigned standards and develop procedures to evaluate programs.

Conduct research to gather information to ensure best practices are in place. Verify and revise QA standards as needed.

Evaluate and make recommendations to programmers, software developers or engineers as required to improve service and program delivery and troubleshoot software issues.

Conduct needs analysis for staff training, technical development and make recommendations as required.

Develop and implement training and communication for IT staff with respect to change control guidelines, procedures and practices for new and existing technologies.

Conduct internal review of records/reports to determine timeliness, completeness and adherence to standards for reporting.

Prepare reports from databases and analysis as required for Divisional Management and conducts routine sampling of data to audit and ensure data quality and consistency and other duties as assigned.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of the position.

### **QUALIFICATIONS**

1. University Degree or College Diploma in Software Engineering, Computer Science, Business Administration or related discipline.
2. Considerable senior level IT experience and progressive experience as a lead in Quality Assurance for major application integration and/or major application product releases and Enterprise level program implementations.
3. Demonstrated Project Management skills, ability to work with tight deadlines and multiple competing priorities.
4. Demonstrated knowledge of Business Process Reengineering practices and principles.
5. Quality Assurance certification or related/relevant work experience.
6. Demonstrated knowledge of system testing best practices and methodologies and experience with core business applications.
7. Knowledge of applicable data privacy practices and regulations.
8. Proven presentation, investigative and problem-solving skills.
9. Experience with statistical reporting software, query programs, testing tools, spreadsheets, graphs, flowcharts.
10. Ability to analyze data and develop processes to ensure consistent application of procedures.
11. Ability to effectively communicate information both written and verbal.
12. Ability to understand application processes and identify indicators of policy adherence.
13. Ability to develop tools to monitor and assess standards compliance for software testing

14. Able to develop programs and policies, identifying necessary actions and resources required for implementation.
15. Ability to build strong teams through positive reinforcement of approved practices and achievement of individual and team's work plan goals with teams and Manager.
16. Ability to maintain good working relationships while delivering critical review of staff performance and program goals.
17. Ability to successfully participate with any internal auditing that may be conducted.
18. Demonstrated ability to ensure that policy and procedures related to practices are implemented, adhered to and consistently reviewed and updated annually by management and staff.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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