

Water Authority Position Description

IT QUALITY ASSURANCE MANAGER

Status	Position Code	Level	Date
APPROVED	ITQA	I28	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

THE IT QUALITY ASSURANCE MANAGER IS RESPONSIBLE FOR MANAGING THE QUALITY ASSURANCE, TRAINING, PLANNING, IMPLEMENTATION, SUPPORT, AND TESTING INITIATIVES OF THE INFORMATION TECHNOLOGY DEPARTMENT. RESPONSIBLE FOR DEVELOPING AND RECOMMENDING TO IT EXECUTIVE TEAM THE DIRECTION FOR DESIGNATED IT SERVICE MANAGEMENT AND ITSM PROCESSES. USE ITIL V3 FOR TRANSFORMATION OF IT BUSINESS MODEL AND ALIGN THE TECHNOLOGY WITH THE INDUSTRY BEST PRACTICES. PROVIDE TEAM LEADERSHIP, INSTRUCTION, TESTING, AND TRAINING FOR APPLICATION RELATED FUNCTIONAL AND TECHNICAL ISSUES. SUPERVISE, MANAGE AND COORDINATE THE SERVICE DESK, PRODUCTION CONTROL, AND PROJECT MANAGEMENT FACILITATION AND COORDINATION.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR DEGREE IN COMPUTER SCIENCE, BUSINESS ADMINISTRATION OR RELATED FIELD PLUS EIGHT (8) YEARS OF INFORMATION TECHNOLOGY AND/OR QUALITY ASSURANCE EXPERIENCE INCLUDING TWO (2) YEARS IN A SUPERVISORY CAPACITY AND/OR PROJECT MANAGEMENT

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
ITIL CERTIFICATION REQUIRED
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF. EXERCISE DIRECT SUPERVISION OF SUPERVISORY AND SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. PROVIDE QUALITY ASSURANCE (QA) AND INDEPENDENT VERIFICATION AND VALIDATION (IV&V) FUNCTIONS FOR INFORMATION TECHNOLOGY APPLICATIONS.
2. COORDINATE, TRAIN, TEST AND DOCUMENT PROGRESS FOR ASSIGNED PERSONNEL AND APPLICATION
3. MONITOR THE DEVELOPMENT AND MAINTENANCE OF DOCUMENTATION AND PROCEDURAL STANDARDS.
4. ENSURE THE QUALITY OF SERVICES AND THE EXECUTION OF ALL ITIL AND RELATED PROCESSES ARE PERFORMED IN ACCORDANCE TO ESTABLISHED STANDARDS WHICH INCLUDES BUT IS NOT LIMITED TO: FACILITATING AND/OR LEADING DEVELOPMENT AND IMPLEMENTATION OF PROCESSES TO OPERATIONAL INFORMATION TECHNOLOGY TEAMS/GROUPS AND PROVIDING SUBJECT MATTER EXPERTISE IN RESOLVING ANOMALIES; ANALYZING PROCESS REQUIREMENTS ALONG WITH FUNCTIONAL SPECIFICATIONS, PROCESS AND SOLUTION GAPS, AND RECOMMENDING ALTERNATIVE PATHWAYS TO SOLUTIONS; ESTABLISH AND MONITOR STANDARD POLICIES, PROCEDURES; IMPLEMENT SHORT AND LONG RANGE GOALS AND METHODOLOGIES FOR EFFECTIVE OPERATION; AND ACCESS TO INFORMATION TECHNOLOGY APPLICATIONS; IMPLEMENT THE SERVICE MANAGEMENT DISCIPLINE(S); MAINTAIN EFFECTIVE INTERFACES WITH OTHER SERVICE MANAGEMENT DISCIPLINES WITHIN INFORMATION TECHNOLOGY.
5. DEVELOP, RECOMMEND, LEAD AND FACILITATE CHANGE MANAGEMENT PROCESSES AT ALL LEVELS WITHIN THE ORGANIZATION WHICH INCLUDES BUT IS NOT LIMITED TO: ENGAGING IN APPROVAL PROCESSES AND EFFECTIVELY USING THE CHANGE MANAGEMENT PROCESS TO COMMUNICATE SUCH CHANGES.
6. INVESTIGATES ITIL AND QUALITY ISSUES AND PROVIDE RECOMMENDATION FOR IMPROVEMENT TO ENSURE ALL SERVICE LEVELS ARE MET IN THE SERVICE DESK SECTION.
7. SUPERVISE OR MANAGE PROJECTS AS ASSIGNED, AND ALLOCATE WORK, TRAIN STAFF, AND RESOLVE PROBLEMS. MANAGE, TRAIN AND EVALUATE STAFF PERFORMANCE.
8. CONDUCTS AUDITS TO ENSURE CONFORMITY WITH ITIL V3 STANDARD(S).
9. INTERFACE WITH DATABASE ADMINISTRATORS, SYSTEMS ADMINISTRATORS, APPLICATION DEVELOPERS, AND IT MANAGERS ON QUALITY ASSURANCE RESPONSIBILITIES AND ISSUES.
10. MONITOR AND DEVELOP COMPREHENSIVE REPORTS, ANALYSES, IMPACTS AND PROJECTIONS FOR MANAGEMENT.
11. ANALYZE THE ORGANIZATION'S SERVICE DESK ACCORDING TO BEST PRACTICES, WHILE ENSURING HIGH LEVELS OF CUSTOMER SERVICE QUALITY AND AVAILABILITY.
12. SERVE ON COMMITTEES, TASK FORCES, EVALUATION GROUPS AND NEGOTIATING TEAMS AS ASSIGNED.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. MAY BE REQUIRED TO PROVIDE 24X7 ON-CALL SUPPORT.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

PRINCIPLES AND PRACTICES OF COMPUTER SCIENCE AND INFORMATION SYSTEMS
PRINCIPLES AND PRACTICES OF BASIC COMPUTER HARDWARE, OPERATING SYSTEMS
AND SOFTWARE APPLICATIONS
BASIC PROJECT MANAGEMENT TOOLS AND TECHNIQUES
PRINCIPLES AND PRACTICES OF APPLICATIONS PROGRAMMING
PRINCIPLES AND PRACTICES OF SOFTWARE TROUBLESHOOTING
OPERATIONAL CHARACTERISTICS OF A VARIETY OF COMPUTER PLATFORMS, NETWORKS,
SOFTWARE APPLICATIONS AND OPERATING SYSTEMS
METHODS AND TECHNIQUES USED IN THE INSTALLATION, TROUBLE SHOOTING AND
MAINTENANCE OF INFORMATION SYSTEMS
PRINCIPLES AND PROCEDURES OF QUALITY ASSURANCE AND SECURITY RELATED TO
COMPUTER APPLICATIONS
KNOWLEDGE OF WINDOW XP OR HIGHER
SQL EXPERIENCE DEVELOPING QUERIES, TABLES, FUNCTIONS, AND STORED
PROCEDURES (SOME ORACLE EXPERIENCE PREFERRED)
KNOWLEDGE OF MS ACCESS, EXCEL, AND WORD, MS PROJECT, PUTTY, TOAD, MS SQL
SERVER, ORACLE 11G OR HIGHER, SHAREPOINT, UNIX, ORACLE'S CUSTOMER CARE &
BILLING, MAXIMO, MAXGIS, MAXWEB, COGNOS, KRONOS, UC4 SCHEDULING SOFTWARE,
WEBLOGIC, WEBSHERE, JAVA, COBOL, SQL DEVELOPER, DB ARTISAN

PREFERRED SKILL/ABILITY

WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE
CONTACTED IN THE COURSE OF WORK
DESIGN, DEVELOP, TROUBLESHOOT AND MAINTAIN INFORMATION SYSTEMS AND
SUPPORTING HARDWARE AND SOFTWARE APPLICATIONS
RECOMMEND, DESIGN, IMPLEMENT, INSTALL AND MAINTAIN COMPUTER SOFTWARE
APPLICATIONS
APPLY A WIDE VARIETY OF COMPUTER PROGRAMMING LANGUAGES
DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS
AND PREPARE APPROPRIATE REPORTS
DETECT, ISOLATE AND RESOLVE INFORMATION SYSTEM PROBLEMS
PROVIDE APPLICATION DEVELOPMENT PROJECT MANAGEMENT SERVICES
MANAGE CUSTOMER RELATIONS AND EXPECTATIONS
UTILIZE AUTOMATED PROJECT MANAGEMENT TOOLS
IMPLEMENT REVIEW QUALITY ASSURANCE AND SECURITY PROCEDURES FOR
APPLICATIONS SERVICES
EFFECTIVELY PRESENT INFORMATION AND/OR RESPOND TO INQUIRIES/COMPLAINTS
FROM AUTHORITY MANAGEMENT, REGULATORY AGENCIES OR THE PUBLIC

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS AND ODORS. MAY BE REQUIRED TO VISIT OFF SITE CLIENT OFFICES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, STANDING FOR PROLONGED PERIODS OF TIME AND EXTENSIVE USE OF COMPUTER KEYBOARD.
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.