



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Quality Assurance Manager	Job Code:	7055400	Job Grade:	MM
Reports To:	Assistant Chief Program Management	Pos. No:	TBD	FLSA Code:	E
Department:	Information Technology Services	Loc. Code:	2010001	SIC Code:	9311
				WC Code:	8810
Division:	Program Management	CS Code*:	C	EEO Code:	B01

Summary of Functions: Manages the development and establishment of quality assurance standards and measures for information technology services; gathers and analyzes data in support of business cases, proposed projects, and systems requirements; develops test plans and scripts for tracking defects and fixes in product development, software application development, information systems, and operations systems.

Management Scope: Supervises two exempt level staff members.

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Manages the development and establishment of quality assurance measures and testing standards for new applications, products, and/or enhancements to existing applications throughout their development/product lifecycles.	30	E
2. Develops test plans and scripts to meet optimal application performance and ensure compliance with defined specifications; develops testing activities that allow applications to meet business requirements and systems goals, fulfill end-user requirements, and identify existing or potential issues.	30	E
3. Develops internal audits to measure and ensure adherence to established quality assurance standards for software development, application integration, and information system performance, and corresponding documentation; and collaborates with software and systems personnel in application testing, such as system, unit, regression, load, and acceptance testing methods.	15	E
4. Hires, trains and supervises program management staff; monitors compliance; and provides technical advice and assistance to staff, management and departments.	10	E
5. Reviews reports, recommendations, or alternatives that address existing and potential trouble areas in IT systems and projects; and makes recommendations for improvement of applications to programmers and software developers or engineers.	10	E
6. Performs other duties as assigned.	05	N

* *The Code depends on the Department where the position is located and/or funded in accordance with 86-1 of Dallas County Code.*

Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to a Bachelor's degree from an accredited college or university in Computer Science, Information Technology, Business Administration in a job related field of study. Five (5) years in an Information Technology environment, which utilizes multiple subsystems, including four (4) years quality assurance experience in a senior or lead role.

Special Requirements/Knowledge, Skills & Abilities:

Skilled in the use of standard software applications. Ability to effectively communicate, both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Skilled with Microsoft Project and Microsoft Visio. Knowledge and understanding of automated Quality Assurance systems; Knowledge and understanding of Mercury Testing Tools (e.g. Test Director). Must possess a valid Texas Driver's License, with a good driving record.

Physical/Environmental Requirements:

Standard office environment.

Hay Points/Point Factor:

KH: FII2 350 PS: E4(43%)152 AC: E4C 200 TTL: 702 PTS: KH/PS/AC: 49-22-29 PROFILE: +2

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on

Date 10/2006, 12/13/2006

Approved by Civil Service Commission on

Date 1/22/07

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.