

## DUTY STATEMENT

Class Title <b>Information Technology Specialist I – Software Tester</b>	Position Number <b>802-340-1402-042</b>
COI Classification <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Unit <b>Quality Assurance Testing Unit</b>	
Section <b>Business Analysis &amp; Integration</b>	
Branch <b>Eligibility Applications &amp; Support</b>	
Division <b>Enterprise Innovation &amp; Technology Services</b>	

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

**Job Summary:** The Information Technology (IT) Specialist I – Full time Permanent participates and serves as lead on special assignments and/or projects in the Quality Assurance Testing Unit and functions in the following domains: Software Engineering and Business Technology Management. The IT Specialist I performs a wide variety of tasks requiring regular and innovative problem solving for broadly stated business requirements with non-specific guidelines. The scope of work assignments typically includes multiple program areas, and involves planning, developing and implementing technological solutions that are essential to the mission set forth by the Department of Health Care Services. They provide support of the legacy mainframe application known as the Medi-Cal Eligibility Data System (MEDS) and several other MEDS related sub-systems or interfaced applications with the use of industry best practices and the Software Development Life Cycle (SDLC) or Agile development practices.

Experience in mainframe operations and mainframe batch processing, data security, testing, interfaces to other systems, web services, and network transfer applications are all essential to the job (i.e. Job Control Language, Time Share Option, Z/OS, SoapUI, SQL, as well as knowledge and experience with automated testing tools and suites). A knowledge of MEDS and MEDS related subsystems or interfaces is desired. The incumbent must have general knowledge of Medicaid, Social Security Administration, Welfare programs and other Health and Human Services related programs.

Knowledge of systems analysis, software testing life cycle and proficiency in Microsoft Office applications (Outlook, Word, Excel, PowerPoint, and Visio) is expected. The incumbent must possess the general and technical competencies necessary to multi task, prioritize work assignments, initiate and maintain contacts and resolve issues.

The incumbent must be available to work between core business hours Monday through Friday (a work schedule will be determined by the supervisor and employee). On occasion, workload demands may require the incumbent to work more than 40 hours in a work week and on weekends. The working location is in downtown Sacramento or a surrounding area.

**Supervision Received:** Under direction of the IT Supervisor II.

**Supervision Exercised:** None

**Description of Duties:** The IT Specialist I is responsible to provide a high level of technical expertise and testing support for software changes implemented in legacy MEDS and other MEDS related systems. Participates in all aspects of the System Development Life Cycle (SDLC) along with assigned analysts, programmers, testers and production support staff, collectively referred to as the “assigned team members”. Supports System Testing Life Cycle (STLC) practices as used within the branch. The primary responsibility of testing includes, but is not limited to: integration, functional, regression and user acceptance testing. The IT Specialist I is expected to provide technical expertise to contribute to requirements definition, prepare test plans, test cases, test scenarios, test scripts, test data, and all other testing related documentation and activities. Further ensures quality controls are adhered to before any system changes are implemented in to production. Assists and coordinates activities associated with quality assurances, change and release management, as well as the walkthroughs of system testing documentation to obtain customer sign-offs before migration to production. Provides technical guidance to coworkers, assists to identify problems and recommend solutions to management, as well as understands and helps implement industry best practices where necessary within the branch.

Functions as a technical subject matter expert, either as a lead or team member, on various IT projects in support of legacy MEDS, MEDS subsidiary systems, interfaced systems, and modernization efforts. This includes the development of high-level and detailed work plans, workflow diagrams, processes and procedures, etc.; demonstrates proficiency in IT concepts and serves as a liaison for MEDS and other MEDS-related sub-systems. Is responsible for following all State, Department and Division policies and procedures in order to troubleshoot and resolve complex problems, monitor progress of system changes to ensure deliverables are implemented on time, within budget and meet the customer and stakeholder specifications. Must adhere to the Departments Professional Code of Conduct, Core Values, Goals and Mission, the Department and Divisions Strategic Plans. The IT Specialist I is also expected to foster collaborative partnerships with coworkers, as well as internal and external customers and stakeholders

## **Percent of Time      Essential Functions**

**35%**

### **Software Engineering – Planning**

- Functions as a technical lead in the Quality Assurance Testing Unit in support of the legacy MEDS and MEDS related systems for both maintenance and operations work efforts as well as system enhancements, from conception to implementation.
- Assists management to estimate the level and complexity of work efforts and/or project tasks, including the number of employee work hours or resources required to complete work efforts. Develops and coordinates detailed work plans, project schedules, written and oral status reports for management and executive staff.
- Make determinations on the validity of testing methodologies (scenarios, scripts, test records/data, and technologies) based on requirements or Technical Design documentation for each effort, while adhering to sound quality assurance principals.
- Represents and participates for the Quality Assurance Testing at on-going assessment, change cycle management and long range planning meetings.
- Coordinates and participates in training and development of project personnel.
- Serves as a technical liaison to entities within the Division, the department program areas, other State departments, consultants, internal staff and end users.
- Provide weekly status reports to Quality Assurance Testing Unit manager.
- Participates in disaster recovery planning for MEDS and other MEDS related sub-systems.

**35%**

### **Software Engineering – Analysis and Testing**

- Functions as a technical lead in the Quality Assurance Testing Unit in support of the legacy MEDS and MEDS related sub-systems or interfaces for both maintenance and operations work efforts as well as system enhancements, from conception to implementation.
- Facilitates, prepares for, and participates in business and system requirement meetings, Joint Application Design sessions, system walk-through sessions, test case and test results walk-throughs sessions.
- Prepares technical documentation related to the testing phase of the SDLC to include: Test Plans, Test Case, Test Scenarios, Test Scripts and Test Results, and System Defects or other documentation to support STLC best practices.
- Develops test cases from a variety of sources including mainframe, subsidiary systems and interfaces, and locates specific test cases using a variety tools including structured query language (SQL).
- Setup appropriate test data in identified test environment
- Executes test cases with appropriate test data to satisfy test conditions.
- Capture testing results based on test scenarios and testing scripts developed from customer or sponsor requirements for new or enhancement programming or maintenance upgrades.
- Provides support to branch staff in technical planning and implementation of application systems using the SDLC methodology.
- Resolves complex problems in applications, troubleshoot problems, determine and develop solutions, test, document, and assist in the installation of resolutions.
- As necessary, participates in the role of the Change Man Coordinator to support the promotion, demotion and implementation of system code changes to legacy MEDS using the Change Man Application tool.
- As necessary, participates in the role of Regression Test Coordinator to support monthly regression testing for legacy MEDS.

**25%****Business Technology Management and General Support**

- Participate in data analytics reporting for advanced planning, operations and/or implementation as well as involvement in IT governance activities.
- Participate and promote the Department's and Divisions strategic plans focusing on business driven approach to IT solutions, adoption of IT best practices, and delivery of cost effective IT services and solutions.
- Participate and promote all policies and procedures set by the Branch, the Division, the Department, the State Administrative Manual, and the Department of Finance are being followed and executed.
- Understands who and what should be adhered to the control agencies who govern IT for the State of California.

Percent of Time

Marginal Functions

5%

Other duties as required.

Employee's signature	Date
Supervisor's signature	Date