DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial) 042-037-1402-008			
UNIT NAME AND CITY LOCATED Information Technology Services Division, Application Innovation Services, Application Services - Elk Grove, CA	CLASSIFICATION TITLE Information Technology Specialist I			
	WORKING TITLE Quality Assurance Tester			
	COI Yes ☐ No ☒	WORK WEEK GROUP E	CBID R01	TENURE P TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95758			
INCUMBENT (If known)	EFFECTIVE DATE			

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.

PRIMARY DOMAIN:	Software Engineering

Under direction of the Information Technology (IT) Supervisor II, the IT Specialist I serves as the quality assurance testing specialist, demonstrating an in-depth understanding and level of expertise of Software Engineering to perform a wide variety of tasks requiring regular innovative problem-solving. Support application testing for enterprise initiatives, projects, and other units in the organization. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after hours support of California Correctional Health Care Services (CCHCS) software applications and systems may be required due to operational need.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use addition sheet if necessary)*
	ESSENTIAL FUNCTIONS
40%	As a subject matter expert (SME), works collaboratively with all stakeholders to review requirements and designs for testability and develops a test approach. Works through Software Development Life Cycle (SDLC) with active involvement in reviewing requirements, creating and reviewing test plans, test case specifications, requirements traceability matrix, and test cases to ensure all the testable requirements have been addressed. Acts as a technical team lead on complex systems software projects, and coordinates planning and execution of various test activities across the project lifecycle. Creates and reviews GAP analysis, project roadmaps, generating matrix, and escalating issues. Establishes test processes for complex software systems having multiple interfaces. Writes SQL queries to support backend data testing for test validation and results. Designs and writes test automation scripts using test automation framework for performance, automation, and interface testing. Participates in all phases of application testing by working closely with the application development team, contractors, and other teams within CCHCS, using CCHCS testing methodology. Creates test summary reports following bug lifecycle and test results using test management tools. Creates reporting matrices for management using Power BI. Coordinates test result reviews with the stakeholders. Tests reports in data warehouse using ETL testing.

30%	Maintains and enhances application testing environment (hardware and software) by working with teams within CCHCS and vendors. Conducts system performance testing to ensure system reliability, capacity, and scalability using performance test tools. Conducts accessibility testing in alignment with Web Content Accessibility Guidelines (WCAG) using various American Disability Act (ADA) tools. Researches and evaluates testing methodologies, testing tools, standards, and best practices that can optimize testing outcomes benefiting CCHCS. Advises management of problem areas or areas in need of improvement and provides implementation proposal for consideration. Acts as the SME on application testing for enterprise initiatives, projects, and other units in the organization.
15%	Provides management with various reports regarding testing workloads and metrics, and recommends changes to testing techniques at CCHCS. Creates and presents documents to management with respect to policies, processes, procedures, and standards ensuring compliance with departmental and statewide mandates and industry best practices. Attends meetings and communicates the outcome to test lead and CCHCS management. Participates in Request For Offer (RFO) / Proposal (RFP) processes and provides input on selection criteria to evaluate contractors and consultants for CCHCS projects and programs.
10%	Assists CCHCS project managers in the development of work plans, project priorities, resource allocation, and other documents within the Project Management Plan to adequately manage work efforts, deliverables and schedules. Reviews the work of peers and project members to ensure accuracy and quality of work using technical knowledge, project requirements, and department standards. Trains staff and users on changes to new and existing systems to properly use the software tools and understand the impact of changes to their computer environment. Develops and provides presentations to executives, senior management, and peer groups on new and existing systems testing policies, procedures, and other related topics.
5%	Performs other related duties as required.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques, and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques. *Ability to:* Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, State, Department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and

maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

DESIRABLE QUALIFICATIONS

Knowledge of: State IT Governance Policies and Security Standards per the State Administrative Manual (SAM); Software Development Life Cycle (SDLC).

Ability to: Work with software testing tools, including, but not limited to, Microsoft (MS) Team Foundation Server , MS Test Manager , Hewlett Packard (HP) Load Runner, HP Unified Functional Tester (UFT), and Job Access with Speech (JAWS); complete assigned project tasks with the help of vendor groups; work effectively in managing the partners and vendors; analyze data and complex situations; reason logically and creatively; identify and document problems; draw valid conclusions and develop effective solutions; apply creative thinking in the design and development of methods of processing data with electronic computers and keep with the established standards of testing and implementation; work under pressure; speak, write, and present effectively; prepare effective reports; coordinate the activities of technical personnel; and act as a technical team member on complex systems software projects; and lead by example and gain the respect of others

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

SPECIAL PERSONAL CHARACTERISTICS

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE