



Position Information

Employee Name:

Position Title:

Software Development Engineer in Test-Quality Assurance

Program:

Information Technology

Work Unit:

Quality Assurance

Classification:

Information Technology Specialist I

Report To:

IT Supervisor II

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Information Technology Domain(s):

Software Engineering

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

Quality Assurance (QA) plays a critical role in helping State Fund deliver a market-leading service by safeguarding the quality of applications and output. QA focuses on a systematic practice of confirming the quality and reliability of an application, its components, and its related interfaces.

Purpose/Scope:

Under the direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for delivery of various strategic approved of project with quality results to completion, Automation Framework Enhancements from QA end plus technical expertise, training, guidance, assistance plus SME (Subject Matter Expert) in Delivering complex testing end-to-end project and support to supervisors and managers.

All key functions listed below are required & critical for success for this role.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles

- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

35% Essential

- 1. Enhance automation frameworks and drive efficiency in functional and automation testing, including monitoring, reporting, and process improvement.**
 - a. Automation Framework Enhancements
 - i. Inherit and enhance existing automation frameworks
 - ii. Leads the design, customization & development of the Test Automation framework / harness and any in-house tools/frameworks, as required
 - iii. Conducts research to identify tools, automation frameworks and methodologies
 - iv. Create test scripts, methodologies, strategies and approaches
 - v. Driving automation deliverables for projects
 - vi. Reporting automation progress against the SLAs/Objectives defined
 - Develop automation workflow, build re-usable repositories and guide the automation team to build end-end automation test scripts which are modular, robust and scalable.
 - Look for opportunities to improve test automation methodologies, test automation coverage and efficiency with high standards
 - b. Overall Review and Monitor functional/automation test case/script/code development in team, identify bottlenecks/thresholds in existing/new code and implements new ideas for functional/automation efficiency and delivery
 - i. Conduct weekly audits on task delivery from functional/automation teams
 - ii. Audits done on;
 - iii. Jira/Automation articulatory/process/Test Execution Results/Automation Runs/Master Regression Suite
 - iv. Regularly review/monitor assignments to identify and address issues, needs and results
 - v. Provide transparency to upper management on status of special projects and day-to-day operations needs such as requirement review, technical assessment, test estimation, meet defined target timelines, represent QA in project meetings.
 - c. Possess critical capabilities to prepare comparative analysis on various vendor competing productions, provide recommendation as best fit for management's decision.
 - d. Provide technical planning for management team.
 - e. Suggest process improvements as well as provide ideas for improving work processes to management.

25% Essential

- 2. Deliver multiple tracks of projects from the QA end, including planning, execution, and collaboration across functional and automation areas.**
 - a. Manage and deliver multiple tracks of project to completion from QA end

- i. Plan QA Test Strategy for multiple ongoing projects
 - ii. Overall QA planning encompasses, Functional, Automation, Security, Integration, Performance etc.
 - iii. Manage or oversee all aspects of Quality Assurance unit projects
 - iv. Collaboration and Facilitation with multiple IT & business stakeholders
 - v. Owns delivery of STLC phases
 - vi. Build ROI based program delivery model, plus prioritizing Test Automation into end to end strategy
 - vii. Effectively manage multiple projects and tasks
- b. Functional Test project execution –
- i. Participate in Agile/Waterfall SDLC, Co-ordinate with Module Leads in Design, Development, Execution of
 - ii. Test Scenarios and Test cases
 - iii. Utilize good time management for timely completion of tasks and projects
 - iv. Well versed in building Test Strategy, Test Plan, QE Handbook, Release Notes and maintain Jira Dashboard.

20% Essential

3. Work collaboratively with all IT units/teams, oversee and lead a team of technical personnel and troubleshoot technical issues that involve application development, testing, and project releases.

- a. Lead and support team members on technical assignments and troubleshooting issues.
- b. Facilitate knowledge sharing and learning with team members as necessary.
- c. Provide peer review on technical designs and job processes.
- d. Timely provide proper and constructive feedback to team members on their Test design/development work. Focus on the issues, and not on the person's characters.
- e. Effectively and timely report and/or inform management on accomplishments and the challenges that are ongoing.
- f. Collaborate, connect, and serve all our Business partners by keeping them updated on projects' status via Status Reports, Rolling Plan, meetings, and with active engagement during project life cycle.
- g. Follow the EDGE techniques to produce great customer experience.
- h. Complete mandatory and compliance trainings on time.

20% Essential

4. Delivery of quality results of tasks and assignments.

- a. Ensure testing results plus automation codes development with quality.
- b. Meet or exceed CIO goals for each release.
- c. Follow the SDLC process with emphasis on signed off documentations such as BRD, TDD, CR.
- d. Follow and adhere to State Fund procedures and policies.
- e. Complete mandatory and compliance trainings on time.
- f. Comply with Time sheets/OTL plus others
- g. Comply with Audit findings.

100%

Required Knowledge Areas:

- Working knowledge of State Fund standard software applications.
- Working knowledge of State Fund underwriting and marketing advisories, policies, and procedures
- Working knowledge of workers' compensation insurance rules and regulations
- Working knowledge of State Fund Underwriting and Billing & Collections advisories, policies, and procedures
- General knowledge of State Fund's business and strategic goals
- Working knowledge of customer service and customer support principles in an Information Technology (IT) environment
- General understanding of project management principles
- General understanding of Artificial Intelligence, Cloud computing and principles
- General understanding of IT audit control & remediation concepts and principles

Required Skills and Abilities:

- Skill to analyze information, identify, and formulate solutions to problems.
- Skill to effectively troubleshoot and diagnose complex system problems and with solid issue resolution skills
- Ability to think creatively and critically, analyze complex problems, weigh solutions and select the one appropriate to business needs, project scope
- Ability to work collaboratively and independently with other team members on assigned tasks and deliverables with minimum supervision.
- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to manage multiple projects and tasks.
- Ability to influence others and negotiate agreements and consensus among work peers, and other stakeholders.
- Ability to achieve results according to objectives.
- Ability to coordinate, facilitate, and make presentations
- Ability to handle high pressure situations while being firm but tactful.
- Ability to formulate policies, procedures, and workflow processes
- Ability to communicate professionally and effectively, verbally and in writing
- Ability to research and recommend trending technology in IT industry for IT's success.

Work Environment:

Physical Requirements:

- Incumbent works in the usual office environment.
- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.

Travel:

- Travel may be required.
- Travel to various work sites and locations for training and/or meetings.
- Travel may occasionally be from overnight to five days in duration.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- Will occasionally involve work in the evenings.
- On call availability may be needed, including 24/7 coverage as needed.
- Work hours may vary.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: