



Quality Assurance Automation Analyst (ITS) Job Description

JOB INFORMATION

Job Code:	167771
Job Title:	Quality Assurance Automation Analyst (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Responsible for creating and executing end-to-end test plans, managing all plan activities, and ensuring all objectives are met and solutions works as expected. Tests functionality, performance, reliability, stability and compatibility with other legacy and external systems. Ensures that every phase and feature of the solution is tested, and that any potential issues are identified and fixed before going live. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

☒ Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

☐ Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven ability to design test plans, scripts, and supporting documents to deliver testing in functional and non-functional areas (performance, stress, load, resilience, availability, and operational).

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience working with large, complex systems, leveraging quality management software to analyze real-time business data, and identifying defects and issues using industry-recognized defect-tracking tools.
X		Excellent written and oral communication skills, and the ability to establish strong, positive working relationships and rapport with diverse groups of team members.
X		Ability to provide technical expertise, creative solutions, and both detailed information as well as high-level summaries to management.
X		Advanced understanding of software development processes and test methodologies, including functional, unit, feature, regression, and scalability. Experience developing request-based and data-driven automated tests using a range of testing frameworks.
X		Understanding of persona-centric design and UI/UX concepts, with general knowledge and experience in test automation using multiple testing tools and products.
	X	Experience in higher education.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Produces stable, maintainable, and reliable automated tests in coordination with developers, quality assurance (QA) analysts, and product owners. Participates in test strategy, estimation, and planning discussions, efficiently identifying, prioritizing, and escalating quality issues. Builds and maintains effective customer relationships, seeking to deliver quality solutions, providing timely follow-up and feedback, and advocating for the customer point-of-view when identifying priorities and presenting solutions.				
Supports the design, documentation, and execution of test plans and test cases, and ensures automated test coverage of all new product features and associated requirements. Analyzes automated test results, improves coverage to maintain product quality, and develops and enhances automated tests. Documents traceability between product requirements, delivered code and test case verification. Investigates, reports, and tracks product failures to resolution. Supports university compliance and security governance and policies, embedding standards, procedures and quality measures into work plans and workflows.				
Presents opportunities for test-automation initiatives, leads and actively participates in innovation efforts, and measures success. Creates and executes scripts to perform test validations, responds to test results, and adjust scripts as needed. Performs production-site verification testing to support release processes, and translates results from functional/non-functional tests into status reports. Interviews stakeholders and participants, conducts root-issue analysis activities, and recommends realistic solutions for improvement.				
Maintains currency on emerging technologies and leading-edge practices in automated testing, implementing effective solutions for QA and automation to support the enterprise applications team's vision and decision-making. Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and deliberately, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains strong, collaborative relationships with diverse groups of peers, customers, and leaders to ensure consistent, reliable service is delivered to a range of university stakeholders.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.