



JOB VACANCY ANNOUNCEMENT
(QUALITY ASSURANCE ANALYST)
Information and Technology Services Division

Job Posting Number:	1507-20-ITS	Monthly Salary:	\$5,500 - \$6,350.00
State Classification:	Systems Analyst V	Class No., Group:	0258, B24
Location:	Austin	FLSA Status:	Exempt
Work Week:	Monday-Friday, 40 hours/week (flex schedule may be possible after first evaluation)	Travel:	None
Posting Date:	July 23, 2015	Closing Date:	Until Filled
Job Summary:	Lead testing of all programs developed in house and coordinate testing with users and developers. Develop test plans, procedures and documentation in line with the division's goals. Assist the infrastructure and support manager with system administration tasks such as server support, network support and desktop support as needed.		
Minimum Education:	Bachelor's degree from an accredited college or university. Experience can substitute for education on a year-for-year basis		
Experience:	Minimum 5 years work experience testing computer software Minimum 3 years work experience performing system administration functions in MS Windows and Linux environments Minimum 2 years work experience in server administration Minimum 2 years work experience in storage management Work experience in providing quality assurance and customer support Work experience training on hardware, software, and/or utilities		
Job Duties:	<ul style="list-style-type: none"> • Analyze application behavior and perform quality assurance software testing • Develop testing plans and documentation for applications and application components • Manage User Acceptance Testing and develop test scripts for UAT • Perform business analysis where needed and translate business requirements into technical requirements • Develop, analyze, and revise system design procedures and quality standards • Troubleshoot and resolve complex problems associated with automated applications • Perform routine audits of applications • Provide user support and training in the use of available hardware, software, and utilities prior to implementation • Maintain accurate documentation of all processes and changes • Build, configure, and maintain servers • Install, configure, and administer storage management systems • Assist with defining the goals of the system and devise flow charts and diagrams describing logical and physical attributes of storage • Assist Infrastructure and Support Manager with day to day support tasks • Perform network support as assigned • Provide 2nd level desktop support, to include configuring, monitoring, tuning, and troubleshooting workstations, network printers, and applications or services • Assist with responding to and logging support calls and emails related to ITS support functions • Perform other duties as assigned 		
Preferred Qualifications:	Coursework in computer science, computer information systems, management information systems, or a related field Work experience in computer systems support work		

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TREC/TALCB is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. Applicants should communicate requests for disability-related accommodations during the application process to Human Resources. 1-800-RELAY TX (for hearing impaired).

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed application.

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Knowledge, Skills and Abilities:

- Knowledge of troubleshooting and hardware and software issue resolution
- Knowledge of system testing
- Knowledge of development of procedures and training manuals
- Knowledge of gathering and documenting requirements from end users
- Knowledge of troubleshooting network connectivity problems
- Knowledge and understanding of technical terms and ability to communicate them in non-technical terms
- Knowledge of effective communication with technical and nontechnical staff
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Skill in identifying measures or indicators of program performance and troubleshooting related problems
- Skill in delivering and understanding complex, technical oral and written instructions and communicating with individuals having various levels of technical expertise and knowledge
- Skill in scheduling, testing, installing, and implementing programs
- Skill in troubleshooting computer systems
- Excellent customer service skills and clear and professional oral and written communication skills
- Effective critical thinking skills
- Ability to document and execute software testing plans
- Ability to develop, execute, and document testing plans to fully represent requirements of project
- Ability to manage testing library to be referenced in future test requirements
- Ability to understand business processes and translate to technical implementations
- Ability to coordinate with business owners the user acceptance testing
- Ability to provide constructive feedback to development team
- Ability to conduct presentations and briefings
- Ability to balance and prioritize multiple concurrent tasks
- Ability to perform related work as assigned
- Ability to test, and debug computer programs
- Ability to interpret technical information related to computer programming
- Ability to work in a setting requiring self-motivation, cooperative decision-making, and to work effectively with diverse groups of people
- Ability to prioritize and manage multiple tasks with varying deadlines
- Ability to work effectively under pressure and meet strict deadlines while maintaining extreme attention to detail
- Ability to adapt successfully and quickly to change and deliver quality results in a timely manner
- Ability to willingly accept and use constructive criticism/feedback to improve performance
- Ability to plan, organize and work independently, as well as within a team environment

Additional Requirements:

Resume and cover letter detailing how your education and experience meet the requirements of the position.

Environmental & Physical Conditions:

Normal office work environment and may have exposure to dust and environmental allergens consistent with normal business activities and human contact. Mostly sedentary in nature but may involve walking; standing; pulling and pushing; kneeling, stooping and bending; performing tasks requiring fine motor skills and coordination; and safely lifting and carrying items weighing up to 50 pounds. Requires kneeling, crawling or otherwise moving through tight spaces. May also involve working in areas with temperatures exceeding 85 degrees. Must be able work extended periods at a computer, and may require working extended hours and some evenings and weekends, as needed.

To Apply:

Submit a complete (no blanks) State of Texas Employment Application, resume, and cover letter to:
human.resources@trec.texas.gov

Contact:

Glenn Tramel, Human Resources 512-936-3604

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