UNIVERSITY OF SOUTHERN CALIFORNIA
Software Quality Assurance Manager
Job Code: 165859

OT Eligible: No
Comp Approval: 3/30/2017

JOB SUMMARY:
Manages daily operation of quality assurance unit for a school/department and serves as key technical resource on quality assurance systems, projects, operations and activities. Oversees development, implementation and maintenance of quality assurance systems and activities. Evaluates the audit readiness of processes and procedures by performing risk/control assessments and tests of key controls. Defines and specifies the implementation of standards, methods and procedures for inspecting, testing and evaluating the accuracy and reliability of enterprise business applications. Participates in the reviewing of software designs to contribute quality requirements and considerations. Supervises subordinate staff that support and provide service for quality assurance unit.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME
Manages daily operation of quality assurance unit for a school/department and provides specific technical expertise for function supervised. Oversees development, implementation and maintenance of quality assurance systems and activities.

Recommends unit goals and objectives. Implements and communicates to staff. Reassesses or redefines priorities as appropriate in order to achieve performance objectives. Participates in determining long-term business objectives and suggests technical strategies to meet those objectives.

Directs and manages delivery of quality assurance systems, projects and activities and provides technical assistance as necessary. Defines and specifies the implementation of standards, methods and procedures for inspecting, testing and evaluating the accuracy and reliability of enterprise business applications.

Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

Provides direction and guidance to quality assurance team to implement and articulate best in class testing strategies, test automation and test engineering technologies. Serves as advisor to quality assurance team members regarding projects, tasks, and operations. Serves as active test advocate internally and across the university.

Develops project schedules, plans and estimates staffing and other resource requirements for unit activities. Schedules and assigns work to all quality assurance team members. Documents workflow for quality assurance team. Supervises the work of staff to ensure adherence to project objectives, plans, schedules and deadlines. Advises management of project progress and/or prepares written status reports.
Designs and executes test plans to ensure that business requirements and functional specifications are tested and fulfilled. Participates in reviewing of software designs to contribute quality requirements and considerations.

Collaborates with quality assurance analysts, business analysts, software engineers, and project leaders to assist develop innovative testing solutions that meet user requirements with respect to functionality, performance, reliability, and realistic implementation schedules.

Identifies, investigates and assesses quality assurance problems or situations. Makes recommendations through detailed status reports to strengthen controls, improve operations and reduce costs, including corrective and/or preventive actions and the effectiveness of those actions put into practice.

Evaluates the audit readiness of processes and procedures by performing risk/control assessments and tests of key controls in addition to developing and validating corrective actions implemented by the program.


Controls or monitors unit budget and provides input for budget development.

Participates in development and documentation of unit operating policies and procedures. Provides interpretation as required. Assists in determining and developing appropriate controls, procedures and documentation to ensure safety standards, practices, policies and procedures are in compliance with applicable laws, regulations, requirements and standards.

Analyzes and evaluates customer satisfaction levels and ongoing quality assurance measures. Makes recommendations for improving customer satisfaction based on findings.

Networks with professional counterparts inside and outside university. Participates in professional associations to stay informed of new developments in field, industry trends and technology changes. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No
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 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.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Bachelor’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 5 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
- Directly related quality assurance, information and business operations management, and/or software engineering experience. Supervisory-level or team leader experience. Experience in testing large scale business applications. Minimum three years experience in software development and testing. Experience with interface/integrations testing. Experience in developing and performing automated functional, load and stress testing. Demonstrated analytical, creativity and interpersonal skills. Excellent verbal and written communication skills. Understand and possess ability to apply project lifecycle methodology.

**Preferred Education:**
- Master's degree

**Preferred Experience:**
- 7 years

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Staff development
Teaching/Training

Skills: Technology:
Applications/systems development methodologies
Change management
Configuration management
Database design tools and techniques
Incident/problem management
Network communications technologies
Network design, connectivity and capacity configuration
Operating systems
Project management tools and techniques
Server applications and hardware
Technical documentation

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Personal mobile communication devices
Photocopier

Supervises: Level:
Supervises employees and/or student workers.

Comments:
Evening or weekend work may be necessary to meet deadlines or solve specific problems.
On call 24/7 to manage problems.

SIGNATURES:

Employee: _____________________________________  Date:_____________________________

Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.
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