

Job Code: P0001, Job Title: Supervisor, Quality Assurance (IT)

Job Code	Job Title	# of Employees	FLSA	Career Level	Grade	Avg Salary	Range Minimum	Range Midpoint	Range Maximum
P0001	Supervisor, Quality Assurance (IT)	1		Associate	016		68	88.6	109.2

Source/Position

Capsule description

Scope Variant: Maps to level 2 General Characteristics - Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects. Dimensions - Education: Bachelors Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Experience: Typically has 7 to 10 years of systems development and business experience. Experience in de

Gartner Group P3 IT Survey, 2007,1600
 Manager, Quality Assurance

Responsible for ensuring that all applications adhere to high quality standards. Reviews information systems, performs maintenance work, and identifies and documents all quality related issues. Creates and executes various testing documentation (including plans, conditions, and scripts) based on technical and user requirements. Performs system-wide/cross-functional team management. Provides ultimate direction for projects. Plans and manages implementation and integration of new technologies. Is responsible for solving highly technical and complex problems on multiple projects, and providing consultative support to internal staff. This is the highest level individual contributor role. Acts as a mentor to less senior employees. TYPICAL REPORTING RELATIONSHIPS: Reports to Quality Assurance Manager EXPERIENCE: Includes 8+ years of related experience. KNOWLEDGE & SKILL: Mastery of professional field PROBLEM SOLVING/INNOVATION: Complex responsibilities and work assignments IMPACT/DECISION MAKING: Impact on department/ function

Hewitt TCM Mgmt and Prof Total Comp by Industry, 2007,1178 IT Quality Assurance-Lead

<p>Mercer Info Tech, 2007,310.128.220 Quality Assurance Mgr</p>	<p>Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Administers change control process for zero defect software development. Ensures adequate product testing prior to implementation. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations to superiors regarding the acquisition and/or implementation of software to increase information systems efficiency. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff. Frequently reports to an Information Systems Executive or Information Systems Operations Director.</p>
<p>Mercer Info Tech, 2007,310.128.340 Quality Assurance Analyst - Sr</p>	<p>Under general direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex work flow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.</p>