

Job Title: Supervisor, QA (IT)
Job Code: 9967, Exempt, Grade 16
Revision Date: 4/182007
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General Purpose:

Supervises a location or segment of a larger department. Implements business objectives, strategies, and plans and oversees daily work functions. Responsible for selecting, coaching, and developing employees and management of salaries. Implements and supports Company programs and policies. May be a working supervisor.

Responsibilities of this position include the following:

- Assign QA testing resources to IT projects, release and production support activities
- Apply internationally recognized software testing standards, processes and practices into the quality assurance program
- Coordinate with IT managers and supervisors to ensure effective quality assurance testing services
- Control and monitor contract labor expenses within the department, meeting budget goals and objectives.
- Maintain all testing tools, labs and equipment
- Develop and maintain effective processes to promote efficient and cost-effective testing services, providing progress reporting and process improvement
- Implement business objectives, strategies, and plans and oversee daily work functions of assigned workforce.
- Select, coach, and develop employees.
- Review and evaluate employee performance and prepare annual reviews.

Requirements for this position include the following:

- Bachelor's Degree in Computer Science or a related field; or the equivalent combination of education and experience
- A minimum of six years professional experience
- Knowledge of software quality assurance practices, tools and techniques
- Experience with Microsoft Excel, Word, and PowerPoint applications.
- Knowledge of software development lifecycle
- Supervisory skills including the ability to implement action plans for achieving objectives and to oversee daily operations.
- Leadership and teamwork skills to negotiate with and influence peers and management on policy and strategic issues.
- Communication and interpersonal skills to communicate expectations, coach employees, provide feedback, and work collaboratively with other departments.

Preferences:

- Prior supervisory experience in the area of software quality assurance
- Software quality assurance certifications such as; CSQA, CSTE, CSPM, CMST or CMSQ