

Chapter 3: Job Description Assignment

Job Title: Quality Assurance Manager

Role Description: An experienced agile team is looking for a seasoned IT generalist with proven expertise managing testing resources in an onshore-nearshore-offshore model and acting as a bridge between business and technical stakeholders. A data-driven professional capable of acting as a quality-control officer for all deliverables produced in Continuous Integration and Continuous Delivery (CI/CD) model, tracking and reporting statuses, and accelerating deviations discovered in static (reviews) and dynamic testing. An inspired storyteller who is fluent in creating dashboards and using monitoring systems to construct narratives and support continuity. The expert is expected to keep the light on for various projects from inception to completion.

Tasks

1. Create skills assessment spreadsheet to analyze the strengths and weaknesses of team members in relation to software system use, domain and business knowledge, systems development, software testing, and interpersonal skills, and design a plan for training and skill development.
2. Conduct elicitation and demo sessions with business stakeholders to assess priorities, protocols, and regulatory requirements, and write and revise the quality control and the risk mitigation plan.
3. Direct, control, administer, plan and regulate the evaluation of test objects, tools, and resources.
4. Evaluate software documentation and team's utilization of data to ensure technical accuracy, compliance, and completeness in generating risk assessment profiles while identifying threats.
5. Examine configuration files, logs, codes, and legacy documentation to identify breakdown source, out-of-specification errors, corrective measures, deviation reports, and perform trend analyses.
6. Extract monthly reports on changes, releases, incidents, and service requests, from an in-house task management system, and consolidate information into PPT outbound to C-level executives.

7. Lead multiple teams in creating long-term hybrid (both manual and automation) testing solutions.
8. Train development and testing teams on how to create a transparent framework of reporting defects and statuses, appraising as-is and to-be models, and promote efficiency and productivity.
9. Participate in design reviews, failure investigations, debugging sessions, and quality control audit.
10. Perform test results review, create master test plan (portfolio-level), and mentor teams on proper usage of company defined best procedures and reporting structures of test and risk management.
11. Provide mentorship and coaching to near-shore (Mexico) and off-shore (India) teams to build essential hard and soft skills required to maximize the potential and set expectations to excel.

Competencies: *This role is a hybrid of Data Manager, Communications Manager, Change Manager, and Test Manager, as described in the respective competencies below.*

1. Executor of database queries to insert, update, manipulate, and normalize the data in relational databases and check continuity of near-real-time synchronization between multiple sources.
 - a. Knowledge of database design techniques, principles, and tools is required to generate blueprints and convey relational diagrams. Also required is the knowledge of ETL (Extract-Transformation-Load) processes and industry standard data-sync methodologies.
 - b. Skilled in SQL operations is a must and fluency in creating stored procedure is desired.
 - c. Ability to read legacy documents and legacy queries is required. A connect-the-dots attitude with Perpetual speed of comparing similarities and differences across large sets of data and patterns rapidly and accurately, appearing simultaneously or sequentially.
 - d. Other desired characteristic of a strong candidate is a strong sense of data stewardship and data governance, with familiarity of handling over 1 TB of daily transactional data.
2. Cross-cultural competent and an excellent communicator (both written and verbal), to lead an audience of technical and non-technical stakeholders, of ranging hierarchies and nationalities.

- a. **Knowledge of Education and Training** is required to create curriculum, design training, and evaluate metrics to measure progress. Knowledge of standard IT business and management concepts including but not limited to strategic planning, resource allocation modelling and coordination, and leadership techniques is required to excel in this role.
 - b. **Skilled in audience based writing and excellent reading comprehension** are must-have to package vast pieces of information into delivery of simple and understandable concepts. Social skills of being social perceptiveness and persuasion are also of paramount importance to successfully decode others' reactions and changing their perceptions and behaviors, to solicit cooperation and resolution.
 - c. **Abilities of Speech Clarity and Recognition, Oral Expression and Comprehension, and Written Expression and Comprehension** are must-have to receive and convey ideas and information, in simple English with clear, concise, and easily comprehensible statements.
 - d. **Other desired characteristics** include emotional intelligence and mathematical aptitude.
3. **Skilled advocate of continuous testing-integration-deployment model with emphasis on data-security and meeting project deadlines, with preparedness and high-quality deliverables.**
- a. **Knowledge of Continuous Integration and Continuous Delivery (CI/CD) models and the most recent DevSecOps automated integration methodologies** in an agile delivery setting.
 - b. **Skilled in automated delivery platforms including GitHub and Application Release Automation (ARA)** is required. Proven record of excellence in Automation testing and time-management skills are also very desirable.
 - c. **Ability of Category flexibility and fluency of ideas** is very important for this role because of the need to frequently categorization of data sets, quality, and delivery of information.
 - d. **Other important qualities** in a candidate include experience as a change or release manager and a track record of getting results in organizational excellence.

4. Experienced in successfully leading a team of functional and technical test analyst, and setting exemplary standards in test documentation, defect reporting, and continuous test improvements.
 - a. Knowledge of the Risk-Based Testing Techniques and proficiency in Black-box testing. Also required is knowledge of improving testing process with TMMi, TPI Next, CTP and STEP.
 - b. Skilled in documenting test policy, test strategy, master and level test plans, and assessing and acquiring test tools with high Return on Investment (ROI) and secured customization.
 - c. Ability to conduct and manage reviews and audits. The ability to standardize of defect workflow states and teach peers to manage invalid and duplicate defect is required.
 - d. Other important characteristic include motivation and fostering positive team dynamics.

Work environment: The work environment includes a fast-paced scaled agile framework so multiple teams are waiting for your delivery and timelines are intertwined. Three out of five times every week, the employee is expected to be present in the workplace. Occasional travel (10-20%) is necessary, with the workplace consisting of indoor and Environmentally Controlled offices.

Required Education & Experience:

- A four-year bachelor's degree in computer science, information technology, statistics, data-science, mathematics, or in related field is required.
- Five to Eight years of experience in leading IT QA/Testing/Release teams is required.
- Foundational certificates in Testing (by ITSQB) and/or Quality (by CME) is required.
- PMI/Agile/Scrum certificate holders can also be considered eligible provided they have test managerial experience.

Preferred Qualifications

- A Master of Science degree in computer science, information technology, statistics, data-science, mathematics, or MBA in information sciences is preferred.
- Advanced and Expert level certifications on quality and software testing is very desired.

- Experience in working with onshore-nearshore-offshore operational models is very desired.
- Eight to Ten years of proven experience in a lead or managerial role is preferred

Overview Report: This job description might be used to recruit an IT generalist with multidimensional skills for a fast-paced IT delivery position. In huge data-driven and deadline-driven initiatives, if this position is carried out well, the results will be applaudable poise and quality assurance. The prospective candidate's expertise and skill set will have a substantial positive impact on the direct reports.

The one defining metric for each task is tabulated in chronological order.

Task	Importance of task to job				
#	Not important at all	Somewhat Important	Considerably important	Very important	Crucial/Showstopper
1			Yes		
2		Yes			
3				Yes	
4				Yes	
5				Yes	
6					Yes
7				Yes	
8					Yes
9			Yes		
10				Yes	
11					Yes

Choose one metric to evaluate your 10 job tasks (e.g., importance, criticality, time-spent, impact on organizational success, etc.)

The current/outgoing QA Manager (if any), QA or Test Lead(s), Dev Lead(s), and Product owner(s) are the subject matter experts (SMEs) who must evaluate this role (and be present at the interviews). The technical competence may be evaluated by QA/Test/Dev resources, while the product owner can evaluate communication skills and domain knowledge.

References

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