

1. Position No. TBD	2. Descriptive Working Title Quality Assurance Engineer		3. Present Classification SA IV
4. Department Information Technology	5. Branch/Section Corporate Services	6. Work Location Telework Eligible	Date Nov 2021
7. Position No. of Supervisor 81667, 80257, 80546, 80023	8. Descriptive Work Title of Supervisor Manager, IT Programs		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager, IT Programs, the Quality Assurance Engineer provides quality assurance for BC Housing's business systems, including packages applications and custom-built solutions. He/she/they reviews design documents to create test plans and cases, executes automation scripts, coordinates testing activities, chairs triage sessions, verifies new installs and services, collaborates on training documentation, participates in post implementation reviews, and systems performance analyses.

11. Duties:

1. Works within BC Housing's System Development Life Cycle (SDLC) to provide quality assurance (QA) for packaged applications and custom-built solutions which are core business systems critical to operations of the Commission.
2. Reviews requirements, specifications and technical design documents to create detailed, comprehensive, well-structured test plans and test cases. Collaborates with other IMT teams to identify and validate test requirements, test coverage mapping, test dependencies, as well as hardware/software and environment test requirements.
3. Builds test strategies that include unit testing, system testing, integration testing, performance/stress testing, regression testing, and user acceptance testing/beta testing.
4. Designs, develops and executes automation scripts using testing tools to support test strategies.
5. Coordinates testing activities by liaising with IMT teams to identify testing resources and create testing schedules.
6. Identifies, documents and tracks defects as outlined in the testing strategy. Collaborates with IMT teams in setting up control procedures, ensuring reporting of defects and change requests are triaged in a timely manner to the appropriate team. Chairs and coordinates defect review and triage sessions with the IMT team.
7. Monitors and analyses quality assurance metrics; provides regular reports on test plan execution results to the IMT Team leads.
8. Supports the planning and conducting of user acceptance testing sessions for end-users. Coordinates system and room set up, supports test users during sessions and collects feedback.
9. Collaborates with Business Systems Analyst to review and provide input for release notes and user training documentation.
10. Verifies new installations and services are working as expected in production environments by following procedures identified in each system test plan. Provides support to IMT in troubleshooting and debugging production issues as required.
11. Assists in driving the continuous improvement of software test processes within BC Housing's SDLC to ensure products and services meet client expectations. Participates in post implementation reviews to identify areas of improvement. Provides recommendation for improvements; works on building a QA standard across systems.

12. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.



STAFFING CRITERIA

1. Position No. TBD	2. Descriptive Working Title Quality Assurance Engineer	3. Present Classification SA IV
4. Education, Training and Experience		

Bachelor's Degree in Information Technology, Computer Science, Engineering or other relevant field.

Considerable experience in providing quality assurance for enterprise-wide business systems, coordinating testers, creating test plans, writing comprehensive test cases and building automated testing scripts.

Considerable experience in using automated testing tools such as Katalon, Neoload, Apache JMeter

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
-
- Strong knowledge of IT standards, system development life cycle, and IT development environments
 - Strong knowledge of SQL and scripting
 - Considerable knowledge using MS DevOps and MS TFS for managing and executing test plans
 - Sound knowledge of Oracle technology including database and middleware
 - Sound knowledge of Microsoft's Office365, SharePoint, and Azure Development
 - Sound knowledge of hardware technologies (ie. servers, workstations, networks and operating systems)
 - Ability to manage testing teams of staff and contractors and work cooperatively in a team environment.
 - Ability to take ownership of tasks and drive them through to completion
 - Excellent communication, analytical, problem solving, decision-making, organizational and time management skills.

6. Occupational Certification

Criminal Record Check is required.