## IT-QA Analyst Career Ladder Matrix

<table>
<thead>
<tr>
<th>Job Title</th>
<th>QA Analyst II</th>
<th>QA Analyst III</th>
<th>QA Analyst, Sr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code</td>
<td>MC0095</td>
<td>MC0096</td>
<td>MC2084</td>
</tr>
<tr>
<td>Pay Grade</td>
<td>73</td>
<td>74</td>
<td>75</td>
</tr>
</tbody>
</table>

### Position Summary

**QA Analyst II**
- The role will ensure the software quality is compliant with technical specifications. This role will perform manual and automated testing and work with project teams to define, develop, and execute test plans and test cases. This role will implement continuous quality improvement processes working with Business Analyst, Application development teams, and various infrastructure areas.

**QA Analyst III**
- The role will ensure the software quality is compliant with technical specifications. This role will perform manual and automated testing and work with project teams to define, develop, and execute test plans and test cases.

**QA Analyst, Sr**
- This role will provide strategic and operational support for processes, policies, and tools; supporting quality assurance in application product development and support. This role will work with project managers, business analysts, application developers, and application support staff to ensure that quality processes are developed, tested, and continually adjusted to support application development and support requirements.

### Essential Functions

**QA Analyst II**
- **Responsible for all aspects of functional and performance testing for a variety of software development projects**
- **Ensure product development life cycle follows the quality process.**
- **Develop and run test automation scripts in a web service development environment.**
- **Identify, log, and track defects. Assist in the escalating defects with application behavior.**
- **Analyze defects report from the business areas and assist in resolution.**

**QA Analyst III**
- **Provide strategic and operational support in the analysis, design, testing, and deployment of all UMASS IS Applications.**
- **Ensure product development life cycle follows the quality process.**
- **Review software development deliverables.**
- **Develop and run test automation scripts in a web services oriented development environment.**
- **Perform end to end testing of applications in coordination with various teams.**

**QA Analyst, Sr**
- **Ensure product development cycle adheres to quality process through peer code reviews, application readiness, documentation, and control of UAT and production environments.**
- **Prioritize acceptance testing issues that still and systems testing has been completed successfully, automated connectivity/regression testing completed successfully, UAT test plans completed.**
- **Manage and promote quality toolset.**
- **Production environment management.**

### Required Qualifications

**QA Analyst II**
- Bachelor's degree in computer science, or equivalent work experience.
- Thorough understanding of QA process and its relationship to a quality product.
- 1 to 3 years of quality assurance experience.

**QA Analyst III**
- Bachelor's degree in Computer Science, or equivalent work experience.
- 3 to 5 years of quality assurance experience.

**QA Analyst, Sr**
- Bachelor's degree in Computer Science or Information Systems management, or equivalent.
- 4 years of experience in the design analysis, programming, testing, and implementation of software applications.
- 4 years of experience working in a business, educational, or clinical IS environment.
- 4 years demonstrated progressive experience in utilizing one or more of the following technologies/areas:
  - IBM/Rational quality assurance toolset
  - Automated testing tools and processes
  - Oracle and/or Microsoft SQL databases

### FLSA Status

- Exempt

### Promotional Process

- Requisition

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