

**City of New York
Department of Information Technology and Telecommunications
Job Posting Notice**

Civil Service Title: Computer Associate (Software)	Level: 02
Title Code No: 13631	Salary: \$64,807/\$74,528 - \$90,000
Business Title: Functional Tester	Work Location: Brooklyn, NY
Division/Work Unit: Application Development Management	Number of Positions: 1
Job ID: 234919	Hours/Shift: Day - Due to the necessary technical support duties of this position in a 24/7 operation, candidate may be required to work various shifts such as weekends and/or nights/evenings.

Job Description

DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations.

The successful candidate will serve as a Functional Tester reporting to the Application Development Management Division within the QA team. The Functional Tester will provide QA services for the delivering or enhancing business applications, execute QA tasks to support maintenance and troubleshoot activities of the live applications, acquire and retain necessary business, technology and process knowledge needed to plan, execute, support and improve QA operations.

Responsibilities will also include:

- Work with project managers, business analysts, development teams as well as business community to contribute into process of gathering and reviewing of the business requirements;
- Review project documents and provide QA comments and sign off Develop test strategy based on the analysis of design documentation and requirements Participate in defining the scope of testing for minor enhancements and maintenance releases;
- Create and execute test cases, log and assign defects and keep track of the defect status;
- Load and maintain requirements and test cases in Quality Center and/or other test support management system;
- Execute and track testing process using Quality Center and/or other systems implemented by City agencies;
- Work with developers and support teams to resolve defects and environment issues;
- Participate in applications troubleshooting and resolving production issues which may include but not limited to:
 - Propose, prepare and execute test scenario to reproduce production issues in non-production environments
 - Research problems, propose, design, execute and document test cases to identify potential issues to prevent outages and issues of the application in production
- Report the test results to the management in timely manner;
- Participate in defining strategy for the regression testing and test automation;
- Execute automated test scripts when available;
- Participate in identification of performance issues;
- Document and verify use cases selected for performance testing;
- Assist the support team in application deployment by executing relevant QA tasks;
- Participate in environment maintenance activities when QA services are required;
- Participate in knowledge sharing with other DOITT ADM QA team members;
- Maintain up to date documentation in project's;
- SharePoint folders and other shared containers;
- Contribute to implementing and configuring test management tools;
- Learn IT technologies and products being implemented by DOITT ADM to develop efficient test approaches and help others to learn those;
- Help to specify, configure, maintain and use QA lab;
- Create and/or contribute in the design of the following deliverables:
 - Test Strategy & test plan
 - Detailed Test Cases
 - Test Scripts
 - Traceability matrix
 - Test Estimates
 - Progress report for test execution
 - Various Defect reports and statistical data
- Perform special projects and initiatives as assigned.

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college including or supplemented by 24 semester credits in computer science or a related computer field and one year of satisfactory full-time computer software experience in computer systems development and analysis, applications programming, database administration, maintenance and support, systems programming, data communications, mainframe development, mobile development, web development and design;
or
2. A four-year high school diploma or its educational equivalent and five years of satisfactory full-time computer software experience as described in

"1" above;

or

3. Education and or/or experience equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that 60 semester credits from an accredited college is equated to one year of experience. In addition, 24 semester credits from an accredited college or graduate school in computer science or a related field, or a certificate of at least 625 hours in computer programming from an accredited technical school (post high school), may be substituted for one year of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least one year of satisfactory full-time experience as described in "1" above.

Preferred Skills

The preferred candidate should possess the following:

- Understanding the entire SDLC cycle and QA place in it;
- Experience in planning and executing end-to-end test process for complex enterprise solutions;
- Experience in analyzing business requirements and covering them with test cases;
- Understanding of test management concepts and related tools;
- Experience with execution and tracking test process using Quality Center;
- Experience in configuring Quality Center's entities like Requirements, Test Plan, Test Lab and Defects to maintain complex parameterized test suite;
- Understanding the purpose and applicability of the test automation and the popular test automation tools;
- Experience in testing applications serving business processes types like CRM, case management or complex workflow processes;
- Understanding the purpose and the features of the content management systems and testing specifics of the workflows, TeamSite knowledge and experience is preferable;
- Experience with testing configuration and workflow of commercial and/or open source search engines like Google appliance, Solr, ElasticSearch or similar;
- Understanding specifics in planning and executing testing tasks for the popular COTS packages for the CRM types of business (like SIEBEL or MS Dynamics CRM), BI/reporting (OBIEE, Crystal reports, Jasper or similar);
- Understanding complexity and testing specifics of the functional integration testing;
- Experience with specifics of functional and compatibility testing of browser based UI;
- Understanding of the testing specifics of the browser / HTML based UI;
- Experience with testing applications on mobile devices and understanding testing specifics;
- Understanding various data file formats (flat, csv, XML, Excel, MS Access files, etc.) and experience with tools to handle them for testing purposes;
- Understanding XML formats and XML technology, experience with popular parsing tools like XML Spy or similar;
- Practical experience in using various tools like MS Excel and/or MS Access to prepare and maintain test data;
- Experience to use MS OFFICE for documenting, reporting and presenting project related information;
- Understanding n-tier application architecture and service oriented architecture (SOA);
- Understanding of relational databases concept;
- Ability to design SQL query and use SQL queries for QA tasks;
- Experience with testing SOA based functionality using soapUI or similar tool;
- Understanding of various connectivity protocols and technologies including HTTP, FTP, SOAP, REST, and testing relating specifics Strong verbal skills to communicate with non-technical resources;
- Strong issue resolution and investigation skills;
- Ability to see tasks through to completion with minimal guidance;
- Ability to articulate and document the steps taken to resolve an issue;
- Should be a team player who works well with technical and non-technical resources;
- Hands-on experience with testing and maintaining solutions based on SIEBEL and/or Microsoft Dynamics CRM;
- Experience with popular test and SDLC management systems like JIRA, MS TFS in addition to Quality Center;
- Understanding of a variety of programming languages, architectures, and standards like, J2EE-Java, .NET;
- Experience with test automation test tools like Quick Test Pro or SELENIUM;
- Practical development experience in one of the popular languages like C/C++, Java, VB/VBA (Excel or MS Access)/VBScript, Ruby, Perl, Groovy for the purpose of handling/validation of test data in various formats, locations, like flat files, XML files, relational databases, etc;
- Understanding of the process of building, validating and handling XML files using Data Type Dictionaries (DTD), XML Schemas, XPATH;
- Practical experience with automated parsing of XML files using parsers in one of the popular programming languages;
- Experience with popular database specific SQL development database tools like TOAD, SQL Management Studio;
- Understanding various application integration technologies and related testing specifics and tools like various types of webservices, IBM MQ, FTP.

To Apply

Special Note: In order to be considered for this position, you must have recently filed for the Computer Associate (Software) Exam or have a permanent Computer Associate (Software) title. For more information regarding the civil service process, please visit the DCAS website at: <http://www.nyc.gov/html/dcas/html/work/work.shtml>

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for Job ID #234919

For all other applicants, please go to www.nyc.gov/jobs/search and search for Job ID #234919

-or-

If you do not have access to a computer, please mail resume indicating Job ID # to:

Department of Information Technology and Telecommunications (DoITT)

Recruitment Office - 255 Greenwich Street - 9th Floor - New York, NY 10007

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW
APPOINTMENTS ARE SUBJECT TO OVERSIGHT

Posting Date: March 16, 2016

Post Until: Filled

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