

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

<b>Civil Service Title:</b> Computer Specialist (Software)	<b>Level:</b> 01
<b>Title Code No:</b> 13632	<b>Salary:</b> \$74,066/\$85,176 - \$90,000
<b>Business Title:</b> QA Analyst	<b>Work Location:</b> Brooklyn, NY
<b>Division/Work Unit:</b> Application Development Management	<b>Number of Positions:</b> 1
<b>Job ID:</b> 246852	<b>Hours/Shift:</b> 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 Application Development Management division is responsible of developing, maintaining, enhancing and supporting various applications including but not limited to running in NYC.GOV and CityShare environment, providing services for most City agencies like 311, City Clerk, Law Enforcement agencies, mayor's office and many others. Most of those applications are providing highly important services for public users and City employees and satisfy the needs of the citizens' everyday life as well as City operations in routine and emergency processes.

This position is in alignment with the City's strategy to create a program at DoITT that will effectively serve as the City's consulting arm for the implementation of application development projects across the City. This position will leverage DoITT's expertise in project methodology, implementation best practices and development standards to deliver high quality solutions that meet agency business needs. Each City agency has different needs, providing many opportunities for interesting work but also presenting dynamic challenges to project teams deployed by DoITT.

The successful candidate will serve as a QA Analyst reporting to the Application Development Management Division.

Responsibilities will 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 approach based on established standards and the analysis of design documentation and requirements;
- 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 reports for test execution, various defect and statistical data reports, etc.;
- 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 management system;
- Execute and track testing process using an SDLC tracking system;
- Participate in the design and execution of the test automation scripts where applicable;
- Work with developers and support teams to resolve defects and environment issues;
- Acquire and create test data and analyze/verify data;
- Participate in applications troubleshooting and resolving production issues which may include but not limited to:
  - o Propose, prepare and execute test scenarios to reproduce production issues in non-production environments
  - o 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 regression testing and test automation;
- Help to Identify test scenarios suitable for automation, assist in development, implementation and the execution of the automated test scripts;
- Participate in identification of performance issues;
- Document and verify uses cases selected for performance testing;
- Assist the support team in application deployment where applicable;
- Participate in environment maintenance activities when QA services are required;
- Participate in knowledge sharing with other QA team members;
- Maintain up to date documentation;
- Learn the required testing and test management tools and use them where appropriate;
- Learn IT technologies and products being implemented by DOITT and other agencies to develop efficient test approaches and participate in helping others to learn those;
- Address client concerns and escalate all project issues appropriately and manage them to resolution;
- Transition all project artifacts and knowledge to agency staff prior to disengaging from a project.

**Minimum Qualification Requirements**

(1) A baccalaureate degree from an accredited college, including or supplemented by twenty-four (24) semester credits in computer science or a related computer field and two (2) years of satisfactory full-time software experience in designing, programming, debugging, maintaining, implementing, and enhancing computer software applications, systems programming, systems analysis and design, data communication software, or database design and programming, including one year in a project leader capacity or as a major contributor on a complex project;

or

(2) A four-year high school diploma or its educational equivalent and six (6) years of full-time satisfactory software experience as described in "1" above, including one year in a project leader capacity or as a major contributor on a complex project;

or

(3) A satisfactory combination of education and experience that is 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 sixty (60) semester credits from an accredited college is equated to one year of experience. A masters degree in computer science or a related computer field may be substituted for one year of the required experience in (1) or (2) above. However, all candidates must have a four year high school diploma or its educational equivalent, plus at least one (1) year of satisfactory full-time software experience in a project leader capacity or as a major contributor on a complex project.

NOTE: In order to have your experience accepted as Project Leader or Major Contributor experience, you must explain in detail how your experience qualifies you as a project leader or as a major contributor. Experience in computer operations, technical support, quality assurance (QA), hardware installation, help desk, or as an end user will not be accepted for meeting the minimum qualification requirements.

#### **Preferred Skills**

We are looking for a candidate who not only has the required experience and skills but can demonstrate a level of professionalism and customer service we have come to expect of consultants in the private sector. If you are an IT professional who combines high business acumen with technical expertise and team collaboration, you are strongly encouraged to apply.

The successful candidate should possess the following:

- 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;
- Experience with execution and tracking test process using Quality Center and/or other test management system;
- 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, accounting or budgeting, complex workflow processes;
- Experience in performing functional and non-functional testing for mobile applications running on various operating systems like iOS, Android, etc.;
- Understanding testing specifics of the native or mobile friendly applications on mobile devices;
- Experience with performing functional testing for the applications with browser based UI as well as communicating via web services;
- Experience with specifics of functional and compatibility testing of browser based UI;
- Experience in the covering testing specifics of the browser / HTML based UI;
- Experience with functional integration testing;
- Interest and ability to learn new technologies and tools, and acquire new skills;
- Experience with planning testing in working with the following tools and technologies is a plus::
  - o Content management systems and their workflows (TeamSite knowledge and experience is preferable)
  - o Commercial and/or open source search engines like Google Search Appliance, Solr and ElasticSearch
  - o COTS packages for Customer Relationship Management (SIEBEL, MS Dynamics CRM) and Business Intelligence/analytical reporting (OBIEE, Crystal reports, Jasper);
    - LDAP based authentication technology;
    - ETL processes, experience with Informatica is a plus;
    - XML language and XML data modes and schemas;
- Understanding of various data file formats (flat, csv, XML, Excel, MS Access files, etc.) and experience with tools to handle them for testing purposes;
- 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 of 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;
- Experience in automating testing scenarios for browser based UI testing as well as for data validation is a plus;
- 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;
- Must be a team player who works well with technical and non-technical resources.

#### **To Apply**

Special Note: Taking and passing civil service exams are necessary to maintain employment with the City of New York. Please check the Department of Citywide Administrative Services (DCAS) website ([http://www.nyc.gov/html/dcas/html/work/exam\\_monthly.shtml](http://www.nyc.gov/html/dcas/html/work/exam_monthly.shtml)) for important exam filing information. Please ensure that you are either a permanent employee in the civil service title listed on this posting, or, that you file for the examination when there is an open filing period. 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 #246852  
For all other applicants, please go to [www.nyc.gov/jobs/search](http://www.nyc.gov/jobs/search) and search for Job ID #246852

-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:** July 14, 2016

**Post Until:** Filled

The Department of Information Technology & Telecommunications and the City of New York are equal opportunity employers.