



QUALITY ASSURANCE/QUALITY CONTROL JOB FAMILY CAREER PATH

Positions in this family are accountable for development and utilization of quality assurance and control methodologies and processes to ensure applications and systems perform in accordance with defined specifications.

Typical functions

The functions within this job family will vary by level, but may include the following:

- ❖ Coordinate and plan testing of information technology (IT) applications and systems.
- ❖ Create and/or review test plans and scripts.
- ❖ Identify, record, and document testing issues.
- ❖ Ensure adherence to security standards.

The work assigned to positions in this series ranges from using pre-existing test scripts to managing an IT quality assurance/quality control team.

Quality Control Technician

Pay grade: 18, 22, 25, 28

This is an entry-level quality assurance position that is accountable for quality assurance and testing of the least complex systems. This position utilizes pre-existing testing, coordinates the timing of releases, and executes release management processes. This position conducts pre- and post-implementation testing, executes test plans, and conducts defect tracking. Employees gain an understanding of user requirements and review requirement specifications. This position coordinates user acceptance in accordance with the specifications established and conducts regression testing. Quality Control Technicians work under general supervision and are likely to escalate more complex issues that are discovered through the testing process to a higher-level resource.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Associate's degree from an accredited institution.

Quality Control Specialist

Pay grade: 30, 33

This is a quality assurance position that is accountable for quality assurance and testing of moderately complex systems. This position provides input to the design and development of test scripts and the adaptation of testing scripts from source manufacturers. This position



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coordinates the timing of releases and executes release management processes and conducts pre- and post-implementation testing, creates test plans, and conducts defect tracking. A Quality Control Specialist gains an understanding of user requirements and reviews requirement specifications, and coordinates user acceptance in accordance with the specifications established. This position conducts load testing and regression testing and liaises with other information technology (IT) functions and vendors to ensure that effective quality assurance processes are maintained and utilized.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and three years of IT experience with emphasis in quality assurance, control, and testing.

Quality Control Coordinator

Pay grade: 30, 33

(May be utilized in a Non-Supervisory or Supervisory Role)

A supervisory position at this level is responsible for the development, enhancement, and maintenance of quality assurance and testing systems. An incumbent typically supervises a small team of quality assurance/quality control staff. The focus is on the design and development of test scripts and adaptation of test scripts from source manufacturers. This position mentors quality assurance/quality control staff.

A specialist at this level is responsible for quality assurance and testing of the most complex systems. This position designs and develops test scripts and adapts testing scripts from source manufacturers. Employees conduct pre- and post-implementation testing, create test plans, and create processes for defect tracking. Employees gain an understanding of user requirements and review requirement specifications and coordinate user acceptance in accordance with the specifications established. This position conducts load testing and regression testing and liaises with other information technology (IT) functions and vendors to ensure that effective quality assurance processes are maintained and utilized. A Quality Control Coordinator provides complex technical support in quality assurance, control, and testing techniques and protocols. This position may serve as project lead and/or provide technical direction to lower-level team members and mentor less experienced staff.



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Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and five years of IT experience with emphasis in quality assurance, control, and testing.

Quality Control Manager

Pay grade: 34

This is a managerial position accountable for managing the development, enhancement, and maintenance of complex quality assurance and testing systems for assigned organizational areas. This position is accountable for a quality assurance/control testing team and manages vendor relations for complex quality assurance, control, and testing applications. A Quality Control Manager is responsible for assisting the Chief Information Officer (CIO) or other directors or managers with strategic planning and direction.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and seven years of IT experience with emphasis in quality assurance, control, and testing.

ADDITIONAL INFORMATION

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Employees must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).



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EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

Click [HERE](#) to view our employee benefits.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

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Revised: --