City of Chesapeake  
Class Title: Quality Assurance Coordinator

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<tr>
<th>Position Code: 1273</th>
<th>FLSA Status: Exempt</th>
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<tr>
<td>Pay Code: 2</td>
<td>EEO Category: 2</td>
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**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to provide highly responsible support for computer operation and quality assurance within the Department of Information Technology. This class will conduct quality assurance compliance audits of products and processes. This class will review policies and procedures of products, services, or employees performances. This class will also be responsible for training new employees or existing employees, and implementing changes in work behavior or tactics. This class will monitor and manage projects that directly impact a company success while capturing metrics, statistics or data from personnel or work outcome. The class assists in the functional administrative activities of departmental business units as assigned. This class provides the lead quality assurance analysis, assessments, projects, cost analysis; assists with budget creation and implementation to the assigned city organizations. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

**TYPICAL TASKS**

- Supervises others including interviewing and selecting or recommending selection; training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination of staff.
- Coordinates the activities of a minimum of two project teams, assigns and monitors duties, schedules work and educational assignments to ensure adherence to established project deadlines.
- Develops capabilities of junior staff in the areas of research, technical problem solving and design of complex systems and performs formal and informal training as needed.
- Will be responsible for monitoring and reporting all performance metrics, and providing alerts to management if performance standards are not met.
- Coordinate with the appropriate staff to conduct testing, including acceptance testing; coordinate all continuous process improvement initiatives.
- Responsible for all aspects of quality services project delivery, such as development of testing strategy, project test estimation, resource fulfillment, task management, scheduling, risk management, forecasting test case design and execution, defect tracking and test progress metrics.
- Responsible for managing relationships with peers and customers various business areas.
- Manage direct and indirect resources effectively to achieve project goals.
- May coordinate Help Desk staffing to ensure production schedules can be completed and customer service can be provided based on user’s requests or needs, rollouts or new or updated applications, system availability, and departmental support as needed.
- Manages facility operations and maintenance for DIT building including installed equipment, UPS, generator, systems, and fixtures to ensure Information Technology building is able to provide computer systems and services to users. Establishes equipment testing/exercise procedures where necessary (Generator/UPS).
- Prepares, reviews, and revises budget for Computer Operations and Help Desk.
- Performs administrative functions such as recording information and staff evaluations, controlling expenditures, and maintaining records.
- Prepares budgetary billing reports for City-wide departments related to services received from Operations and Help Desk business units.
- Assists applications developers with testing new programs, completing scheduler application forms and operator documentation, and training on new or revised programs.
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- Responsible for building security and activating/deactivating security badges for access to DIT, review of badge access report for audit compliance.
- Liaison between DIT and City-wide departments regarding any impacts to user departments due to Change Management Incidents, seeking new processes to improve performance and efficiency.
- Monitoring and reporting all performance metrics, and providing alerts to management if performance standards are not met.
- Performs other related duties as assigned.

### GENERAL STANDARDS

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<tr>
<th>Data Involvement</th>
<th>Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.</th>
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<tbody>
<tr>
<td>Interpersonal/People Involvement</td>
<td>Persuades or influences others in favor of a service, point of view, or course of action; may enforce rules or regulations. Directs and supervises work of others on projects and assignments as needed.</td>
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<td>Reasoning Requirements</td>
<td>Performs work involving the application of principles of logical thinking and scientific, legal, administrative, professional, or other practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.</td>
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<td>Mathematical Requirements</td>
<td>Uses mathematics involving the practical application of fractions, percentages, ratios and proportions, algebraic solutions of equations and inequalities, descriptive and inferential statistics, and mathematical classifications or schemes.</td>
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<td>Language Requirements</td>
<td>Reads scientific and technical journals, abstracts, financial reports, or legal documents; speaks before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writes complex articles and reports; develops presentations for sophisticated audiences.</td>
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<td>Mental Requirements</td>
<td>Performs advanced professional level work in the analysis or interpretation of methods of a scientific, engineering, or legal nature and formulates recommendations on the basis of such analysis; applies creativity and resourcefulness in the analysis and solution of complex problems; requires sustained, intense concentration for accurate results or continuous exposure to unusual pressure.</td>
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### DECISIONS/SUPERVISORY CONTROL
- Makes decisions as a major part of the job, affecting a major segment of the organization and the general public; develops policies and practices.

### EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

| Vocational/Educational Requirement | Requires a bachelor’s degree in computer science, information systems, engineering, or a closely related field. |
| Experience | In addition to satisfying the vocational/education standards, this class requires a minimum of six years of related, full-time equivalent experience. |
| Special Certifications and Licenses | Requires a valid driver’s license and a driving record in compliance with the City’s Driving Standards. |

### ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

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This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.