Washington Courts Employment Opportunity

Administrative Office of the Courts

SOFTWARE QUALITY ASSURANCE TESTER

***Our Mission**: Advance the efficient and effective operation of the Washington Judicial System.*

The Administrative Office of the Courts (AOC) is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration, and teamwork. It is committed to both employee growth and work-life balance.

Our diversity and inclusion efforts include embracing different cultures, backgrounds, and perspectives while fostering growth and advancement in the workplace.

Job #:	**2021-27**
Status:	**Regular, Full-Time**
Location:	**Olympia, Washington**
Salary:	**Range 66: $70,956 - $93,132 (DOQ)**
Opens:	**April 22, 2021**
Closes:	**Open until filled; first review of the applications to begin May 6, 2021. AOC reserves the right to close the recruitment at any time. This announcement may be used to fill multiple vacancies.**

The Administrative Office of the Courts closely monitors COVID-19 pandemic updates and follows the state's health and safety recommendations for the community and our employees. We will be conducting our recruitment process remotely.

POSITION PROFILE

Provides quality assurance support to the development and maintenance of systems through testing, defect reporting and analysis, and participation in system implementation.

This position reports to an Information Systems Division Manager; this skilled position performs independently with limited decision-making responsibility as defined by senior information technology professional or managerial level staff. May take direction for specific assignments from other managerial staff or senior-level information technology professionals. Work products are subject to review and approval appropriate to the work assigned. Interacts regularly with co-workers and customers.

For more information about the job's typical job duties and responsibilities, click on this Job Description.

DUTIES AND RESPONSIBILITIES

- Analyzes system requirements and creates test data, test cases, and test plans to ensure that new, and revised systems meet the customers' needs.
- Plans, documents, evaluates, and tracks testing results to ensure system applications are free from defects.

- Communicates and interacts with appropriate business partners on problems, changes, and enhancements that may affect data, workflow and/or functionality within IT software.
- Maintains a test documentation library.
- Uses automated test tools to assess the quality of software.
- Uses technical tools (such as SQL Queries, file managers) to create and manage test data and analyze test results.
- Performs other duties as required.

REQUIRED QUALIFICATIONS AND CREDENTIALS

- A Bachelor's degree in Information Technology, computer science, business administration, public administration, or closely allied field; **AND**
- Five (5) years of experience working in a complex information technology environment.

A combination of education and experience demonstrating a working knowledge of the duties, responsibilities, and key competencies of the System Support Analyst may substitute for the qualifications listed.

THE IDEAL APPLICANT WILL ALSO HAVE SOME OR ALL OF THE FOLLOWING EXPERIENCE, EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers, and clients.
- Effective oral communication skills that facilitate effective, and appropriate information exchanges.
- Excellent written communication skills that are accurate and proficient in written reports and that deliver information through presentations.
- Ability to understand customer expectations and meets those expectations.
- Ability to identify, analyze, and resolve issues in a consultative manner by bringing problems together with solution recommendations.
- Ability to think critically, exercise good judgment, make sound recommendations and decisions consistent with organizational objectives.
- Skill to prioritize and adjust priorities within workload assignments based on business needs and/or given direction from senior staff or management.
- Ability to manage time & resources to accomplish work objects, objectives and complete duties.
- Ability to multi-task and effectively coordinate multiple assignments.
- Ability to accept personal responsibility for the quality and timeliness of work
- Knowledge and understanding of the overall impact of the enterprise system and interconnections such that they can independently deal with high risk, high profile initiatives that impact services and deliverables.
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product and service delivery to customers.
- Ability to learn new concepts and skills; absorb and retain new information.
- Ability to self-initiate, achieve excellent results with little need for direct oversight.
- Ability to deploy highly developed knowledge and skills in a combination of the following technology and business areas:
    - Microsoft Office - Word, Excel, PowerPoint, Visio, and Project.
    - Application programming at the intermediate to expert range.
    - General business practices and procedures.
    - General accounting practices and procedures.
    - Methodologies and principles of Business Process Engineering (BPE / BPM).

- Principles of Change Management.
- Quality Assurance methodologies.
- Packaging application systems featuring a high level of configurability to end-user requirements.
- Understanding of Software Development Life Cycle methodology.

HOW TO APPLY / APPLICATION REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity.

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed, and relevant experience meeting the qualifications must be reflected on the application.

1. **Cover Letter** (no more than two pages)
2. **Judicial Branch/AOC Application for Employment**

A chronological resume may be submitted as a supplement; but not a substitute for a fully completed application.

The Judicial Branch/AOC Application for Employment can be found at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts; the AOC. Application for Employment is located at the bottom of the page. Late applications will not be accepted when a deadline is expressed.

Please email all application materials to: employment@courts.wa.gov in a PDF format (Word documents are also accepted).

Application materials will also be accepted by regular mail or by fax:

Administrative Office of the Courts
Attn: Human Resources
PO Box 41170, Olympia, WA 98504-1170

Fax number: (360) 586-4409

General suggestions for creating a good application packet:

- Read the job posting very carefully. Find out as much as you can about the position.
- Make sure you are very diligent in following all the application instructions. Include all requested documentation.
- Ensure your application and cover letter (if requested) directly address how you meet each of the required and desired qualifications.
- Make sure your application and cover letter reflect your best writing.

The initial screening will be based on the content and completeness of your application materials. Applications with comments such as "see attachments" or "N/A" will be considered incomplete.

IMPORTANT INFORMATION

- The workweek may fluctuate depending on workload or agency needs.
- Overnight travel may be required based on business needs.

- This position is not covered under the overtime provisions of the Fair Labor Standards Act (FLSA).

The AOC is an equal opportunity employer and does not discriminate based on gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Melody Long, AOC Human Resource Office, at (360) 704-4143, or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SPECIAL NOTE: Before a new hire, a background check, including criminal history, will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.

ADDITIONAL INFORMATION ABOUT AOC

The Administrative Office of the Courts (AOC) is located in Olympia, Washington, on Interstate 5 between Seattle, Washington, and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two-hour drive of the city.

Great benefits (paid vacation and sick leave; health, life and disability insurance; retirement options and leave for military and civil service), a team-oriented culture, and a balance of family and work-life in a wonderful community are just a few rewards of choosing a career in the judicial branch of Washington State government. We offer leading-edge technology, a broad range of career opportunities, and an opportunity to make a real difference in people's lives.

See www.courts.wa.gov/employ for more information about Washington Courts, Compensation, and Benefits.