



QUALITY ASSURANCE/QUALITY CONTROL JOB FAMILY CAREER PATH

Quality Control Specialist

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 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.

Knowledge, Skills, and Abilities

In addition to those identified in the previous levels within this career path:

Working knowledge of and the ability to demonstrate successful use computer equipment and associated software/databases in the performance of duties.

Working knowledge of and the ability to demonstrate understanding of all assigned areas of quality assurance and control, as well as the laws, principles, and practices as they are related to implementation within the agency.

Working knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.



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Ability to demonstrate successful performance in the training and mentoring of junior staff.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

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 from an accredited institution and three years IT experience with emphasis in quality assurance, control, and testing.

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

Necessary Special Requirements

Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

Pay grade: 30, 33

FLSA Status: Non-Exempt



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Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 02/01/2025

Reviewed: 02/01/2025

Revised: --