



Job Description

POSITION TITLE:	Director II – Quality Assurance & Support Services	#6317
	CodeStack	
	Professional Learning and Support	
SALARY PLACEMENT:	Senior Management Salary Schedule	
	Range 02	

SUMMARY OF POSITION:

Under the direction of the CodeStack Project Management Office and Support Division Director, the Director II- Quality Assurance & Support Services plays a pivotal role in ensuring that CodeStack delivers high- quality products or services while providing excellent customer support. Supervising, leading, evaluating, and conducting professional development for all department staff. Creating and implementing strategies for testing the internal working of various software systems. Designing test plans and coordinating execution of tests to ensure functionality and reliability of software components. Selecting and implementing appropriate tools, frameworks, and methodologies for testing. Defining and tracking quality metrics to measure effectiveness of testing efforts, and reporting findings and recommendations. Driving continuous improvement initiatives to optimize testing processes, enhance code quality and improve overall software reliability. Ensure adherence to best practices in software quality assurance. Provides guidance and support to quality assurance, project management and support teams. Assume Division Director responsibilities during the Division Director's absence.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a bachelor's degree with a concentration in computer-related technology or five years increasingly responsible experience with management information systems with a concentration on quality assurance and project management in a large-scale information technology environment.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a master's degree or higher with a concentration in computer-related technology. Possess a broad understanding of technology from programming and databases to quality assurance and project management. Project Management Professional (PMP) certification.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- quality assurance practices
- assigned software
- testing techniques such as unit testing, integration testing, and system testing

Ability to:

- create, implement departmental and organizational policies and procedures
- build and maintain an effective management team
- supervise, lead, evaluate and conduct professional development for staff
- create, implement departmental and organizational policies and procedures
- make complex decisions when required
- be flexible based on program needs

- demonstrate strong leadership skills to guide and mentor the team
- design test cases that target specific code, conditions, and algorithms to uncover hidden defects
- operate a computer
- write and prepare proposals, contracts, and scopes of work
- analyze complex software systems, identifying root causes of issues, and proposing effective solutions

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- effective communication skills
- strong project management skills
- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

DISTINGUISHING CHARACTERISTICS:

The Director II represents Range II of the Senior Management Salary Schedule and provides leadership and vision for the organization. This position requires educational management experience.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to the following:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervise and evaluate staff.
4. Participate, coordinate, or conduct various meetings, staff development, committees, trainings, workshops, and/or conferences to present material and information about department programs, services, operations, and activities; represents the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interprets applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopts an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program
12. Oversee and manage budgets.
13. Develop and implement QA strategies and policies to ensure products and services meet quality standards and requirements.
14. Identify areas for process improvement across all stages of software development to enhance efficiency and quality.
15. Establish quality metrics, tracking performance against these metrics and provide regular reports to senior management on QA activities and outcomes.
16. Oversee the development and implementation of testing strategies, including both manual and automated testing approaches.
17. Establish and maintain rigorous quality control processes to detect defects and ensure software reliability.
18. Develop and implement customer support strategies to provide timely and effective support to customers.
19. Ensure prompt resolution of customer issues and complaints, collaborating with cross-functional teams as needed.
20. Collect and analyze customer feedback to identify areas for improvement.
21. Lead and manage a team of quality assurance, project management and support staff.
22. Collaborate with various teams (engineering, network, project management and support) to ensure alignment of quality and support efforts.
23. Drive continuous improvement initiatives in QA and support services through adoption of best practices, tools, and technologies.
24. Establish feedback process to capture lessons learned.
25. Develop contingency plans to address quality or support related issues.

26. Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
27. Meet with key stakeholders for existing projects to make sure all milestones and deliverables are met.
28. Maintain high customer satisfaction by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
29. All other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without vision aids.
5. Speak so that others may understand at normal levels to small or large groups, and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and/or outdoors in an educational and standard office environment, and/or make home visitations. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.