



QUALITY ASSURANCE/QUALITY CONTROL JOB FAMILY CAREER PATH

Quality Control Coordinator

(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.

Knowledge, Skills, and Abilities

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

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

Comprehensive 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.

SUPERVISORY ROLE ONLY: Working knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the principles and practices of supervisory and management techniques in the performance of duties.

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



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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.

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

SUPERVISORY ROLE ONLY: Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support 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.):*



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Bachelor's degree from an accredited institution and five 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

NON-SUPERVISORY ROLE: Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

SUPERVISORY ROLE: Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.

Pay grade: 30, 33

FLSA Status: Exempt

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

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Revised: --