

## Information Technology Job Function

# IT Quality Assurance Mgt V

Grade: 59

Job Code: I1559M

Job Family: Applications

Job Family Matrix: [IT Applications Matrix](#)

### Summary

Lead the design, implementation and delivery of QA processes, programs and policies.

### Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Direct all quality control aspects of applications processes (studies, research, testing, operations, finished services)
- Lead operational planning to ensure smooth transitions from previous and introduction of new services
- Anticipate university-wide risks, recommend QA solutions, and facilitate response
- Prepare and present communications on topics including core values/quality standards, process changes, progress measurements
- Represent department internally and externally
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

### Basic Qualifications

- Minimum of 7 years' post-secondary education or relevant work experience
- Supervisory Experience

### Additional Qualifications and Skills

- Knowledge of advanced IT project management principles (e.g. Agile) and software
- Knowledge of SDLC and STLC
- Experience with test automation
- Knowledge of at least one programming language

### Certificates and Licenses

- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred

### Physical Requirements

### Working Conditions

- Work is performed in an office setting