SPECIAL ASSIGNMENT INFORMATION:

Reporting to the Associate Director of Enterprise Information Services, the Enterprise Quality Assurance/Change Management Team Lead Special Assignment includes the following responsibilities:

- Manage team members, coordinate priorities, and develop services related to the QA testing, application layer maintenance, documentation, change management processes, and production migration scheduling & control for enterprise applications across the institution.
- Build and maintain quality assurance and testing standards that support applications in the production environment and ensure that all changes to the production environment adhere to those standards.
- Support systems deployed at NAU as necessary to ensure proper operation and usage of NAU's enterprise applications.
- Confer with other ITS staff in resolving problems involving development, interface requirements, and other procedural and technical matters. Work with areas within the ITS and the NAU community to identify and promote needed partnerships and collaborations in order to provide team services needed by NAU.
- Promote technical competence by reviewing current and new development methodologies, best practices, computer hardware/software and other applications relevant to the area. Assure that appropriate training, tools and support are provided to staff members.
- Gather and organize information on problems or procedures; document existing processes and systems and analyze data for possible improvements; recommend new or revised systems; and prepare written procedures, system specifications, development guidelines, and other necessary documentation.
- Other related duties as assigned.

SPECIFIC OUTCOMES OF SPECIAL ASSIGNMENT:

- Fully functional team that efficiently delivers quality assurance, change management, and production control services across the enterprise application portfolio.
- Effective collaboration on projects between all of the EIS Development, Design, Integration, and Commercial Applications teams.

MINIMUM QUALIFICATIONS:

- Bachelor or Associate Degree in computer science, information systems or a technical, scientific, or engineering discipline; AND,
- Minimum of five years of recent Quality Assurance and/or Change Management experience; OR
- Any equivalent combination of experience, training, and/or education.

PREFERRED QUALIFICATIONS:

- Familiarity with PeopleSoft ERP and PeopleTools applications.
- Familiarity with AppManager job scheduling application.
- Familiarity with ITIL processes and methodologies.
- Experience in test planning, test case design, and manual test scripting and test automation.
- Knowledge of SQL and scripting languages such as bash, Java script.
- Familiarity with Android / iOS test frameworks.
- Experience in managing part or full time staff at a team or project level.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of commercial enterprise resource planning (ERP), customer relationship management (CRM), and enterprise content management (ECM) systems.
- Knowledge of web services, web applications, and mobile applications.
- Knowledge of change management, production control, and production migration principals.
- Knowledge of the functions and capabilities of database systems.
- Demonstrated customer service skills.

- Ability to communicate clearly in writing and verbally (ability to understand and translate the requests of users into systems design).
- Ability to establish test tools and environments as well as ability to manage and sustain the tools.
- Ability to troubleshoot errors and research problems. Successfully determine solutions, and coordinate implementation of solutions with other team activities and customer schedules.
- Ability to work efficiently in a team setting managing multiple projects in a support and development environment.
- Ability to communicate and collaborate with technical and functional teams about the planning and implementation of development work.
- Excellent organizational skills and ability to multitask and prioritize assignments.
- Demonstrated ability to meet deadlines.
- Knowledge of procedures, operations, and standard organizational structures and principles of higher education institutions and office employment.
- Ability to work with people from a variety of different culturally diverse backgrounds.