



## IT Testing Analyst - Job Profile Matrix

<b>Job Family:</b> IT Testing Analyst <b>Line of Business:</b> Information Technology <b>Reports to (Job Title):</b> Various reporting levels	<b>Effective Date of Job Profile:</b> 01/01/2013 <b>Last Updated:</b> 11/26/2014
---	---

<b>Job Family Summary</b>	Job responsibilities may include, but are not limited to: This position entails conducting and coordinating the analysis, design, and execution of computer based information systems tests to meet user and system requirements. Includes Functional Testing Analysts and Performance Testing Analyst			
<b>SAP Job Code</b>	51697280	50071254	50071255	50491875
<b>Job Title</b>	IT Testing Analyst, Associate	IT Testing Analyst	IT Testing Analyst, Senior	IT Testing Analyst, Expert
<b>Position Title Examples</b>	IT Testing Analyst, Associate IT Performance Testing Analyst, Associate	IT Testing Analyst IT Performance Testing Analyst	IT Testing Analyst, Senior IT Performance Testing Analyst, Senior	IT Testing Analyst, Expert IT Performance Testing Analyst, Expert
<b>PGE Job Level</b>	Associate	Career	Senior	Expert
<b>Job Responsibilities</b>	<p>Software Testing and Quality Assurance:</p> <ul style="list-style-type: none"> <li>• Analyze, review and assess basic user requirements, specifications and Functional design for testability. Actively participate in functional and technical specification meetings to understand business requirements and implementation approach.</li> <li>• Contribute in test effort/cost, test design specifications, test case specifications and/or test procedure specifications.</li> <li>• Define test cycles and cycle entry and exit criteria.</li> <li>• Develop test plans and test scripts, including conditions and expected results, in accordance with IT standards to sufficiently test the product.</li> <li>• Participate in reviews of others' test plans.</li> <li>• Coordinate the setup of the test environment with the cross functional teams.</li> <li>• Prepare or create test data to thoroughly test program logic and verify system flow.</li> <li>• Implement tests on all appropriate levels (e.g. functional, system integration and performance tests), execute and document/log the tests, evaluate the results and document the deviations from expected results. If applicable for this position, measure the performance of the product</li> </ul>	<p>Software Testing and Quality Assurance:</p> <ul style="list-style-type: none"> <li>• Analyze, review and assess user requirements, specifications and Functional design for testability. Actively participate in functional and technical specification meetings to understand business requirements and implementation approach.</li> <li>• Determine test effort/cost, test design specifications, test case specifications and/or test procedure specifications.</li> <li>• Define test cycles and cycle entry and exit criteria.</li> <li>• Develop test plans and test scripts, including conditions and expected results, in accordance with IT standards to sufficiently test the product.</li> <li>• Participate in reviews of others' test plans.</li> <li>• Coordinate the setup of the test environment with the cross functional teams.</li> <li>• Prepare or create test data to thoroughly test program logic and verify system flow.</li> <li>• Implement tests on all appropriate levels (e.g. functional, system integration and performance tests), execute and document/log the tests, evaluate the results and document the deviations from expected results. If applicable for this position, measure the performance of the product</li> </ul>	<p>Software Testing and Quality Assurance:</p> <ul style="list-style-type: none"> <li>• Analyze, review and assess advanced user requirements, specifications and Functional design for testability. Actively participate in functional and technical specification meetings to understand business requirements and implementation approach.</li> <li>• Determine test effort/cost, test design specifications, test case specifications and/or test procedure specifications.</li> <li>• Define test cycles and cycle entry and exit criteria.</li> <li>• Develop test plans and test scripts, including conditions and expected results, in accordance with IT standards to sufficiently test the product.</li> <li>• Participate in reviews of others' test plans.</li> <li>• Coordinate the setup of the test environment with the cross functional teams.</li> <li>• Prepare or create test data to thoroughly test program logic and verify system flow.</li> <li>• Implement tests on all appropriate levels (e.g. functional, system integration and performance tests), execute and document/log the tests, evaluate the results and document the deviations from expected results. If applicable for this position, measure the performance of the product</li> </ul>	<p>Software Testing and Quality Assurance:</p> <ul style="list-style-type: none"> <li>• Analyze, review and assess highly complex user requirements, specifications and Functional design for testability. Actively participate in functional and technical specification meetings to understand business requirements and implementation approach.</li> <li>• Improve process and determine test effort/cost, test design specifications, test case specifications and/or test procedure specifications.</li> <li>• Define test cycles and cycle entry and exit criteria.</li> <li>• Develop test plans and test scripts, including conditions and expected results, in accordance with IT standards to sufficiently test the product.</li> <li>• Participate in reviews of others' test plans.</li> <li>• Coordinate the setup of the test environment with the cross functional teams.</li> <li>• Prepare or create test data to thoroughly test program logic and verify system flow.</li> <li>• Implement tests on all appropriate levels (e.g. functional, system integration and performance tests), execute and document/log the tests, evaluate the results and document the deviations from expected results. If applicable for this position, measure the performance of the product</li> </ul>



## IT Testing Analyst - Job Profile Matrix

	<ul style="list-style-type: none"> <li>Track test incident resolution. Evaluate test automation possibility. For performance testing, use one of the available test automation tools if feasible.</li> <li>Create test summary reports and risk analysis for business client acceptance.</li> <li>Provide consulting expertise for applications and software being tested by others as needed.</li> <li>Regularly report on the status of testing, particularly items that could impact the delivery of the product.</li> </ul> <p>Test Tool Support :</p> <ul style="list-style-type: none"> <li>Learn and understand the automated test tools for product, regression or performance testing.</li> <li>Teach and help others to use the test tools. Contact the test tool support team for test tool support as necessary.</li> <li>Document the recommendations on how to use the test tools and document the answers to the frequently asked questions.</li> </ul> <p>Test Management :</p> <ul style="list-style-type: none"> <li>Administer, manage and monitor test progress.</li> <li>Use test administration or management tools and test monitoring tools as required.</li> <li>Use project management methodology and techniques to manage software application testing tasks.</li> <li>Plan, estimate, schedule, and control testing phases of projects.</li> </ul> <p>Client Support and Consulting:</p> <ul style="list-style-type: none"> <li>Build and maintain positive, pro-active relationships with clients. Understand the clients' business and their needs. Provide client consultation and testing support, as needed. Keep client informed of testing progress.</li> <li>Working within procedural guidelines with frequent supervision on routine and limited scope assignments that carry limited risk to the</li> </ul>	<ul style="list-style-type: none"> <li>Track test incident resolution. Evaluate test automation possibility. For performance testing, use one of the available test automation tools if feasible.</li> <li>Create test summary reports and risk analysis for business client acceptance.</li> <li>Provide consulting expertise for applications and software being tested by others as needed.</li> <li>Regularly report on the status of testing, particularly items that could impact the delivery of the product.</li> </ul> <p>Test Tool Support :</p> <ul style="list-style-type: none"> <li>Learn and understand the automated test tools for product, regression or performance testing.</li> <li>Teach and help others to use the test tools. Contact the test tool support team for test tool support as necessary.</li> <li>Document the recommendations on how to use the test tools and document the answers to the frequently asked questions.</li> </ul> <p>Test Management :</p> <ul style="list-style-type: none"> <li>Administer, manage and monitor test progress.</li> <li>Use test administration or management tools and test monitoring tools as required.</li> <li>Use project management methodology and techniques to manage software application testing tasks.</li> <li>Plan, estimate, schedule, and control testing phases of projects.</li> </ul> <p>Client Support and Consulting:</p> <ul style="list-style-type: none"> <li>Build and maintain positive, pro-active relationships with clients. Understand the clients' business and their needs. Provide client consultation and testing support, as needed. Keep client informed of testing progress.</li> <li>Familiar with procedural guidelines working with limited supervision on a wide range of assignments.</li> </ul>	<ul style="list-style-type: none"> <li>Track test incident resolution. Evaluate test automation possibility. For performance testing, use one of the available test automation tools if feasible.</li> <li>Create test summary reports and risk analysis for business client acceptance.</li> <li>Provide consulting expertise for applications and software being tested by others as needed.</li> <li>Regularly report on the status of testing, particularly items that could impact the delivery of the product.</li> </ul> <p>Test Tool Support :</p> <ul style="list-style-type: none"> <li>Apply knowledge of the automated test tools for product, regression or performance testing.</li> <li>Teach and help others to use the test tools. Contact the test tool support team for test tool support as necessary.</li> <li>Document the recommendations on how to use the test tools and document the answers to the frequently asked questions.</li> </ul> <p>Test Management:</p> <ul style="list-style-type: none"> <li>Administer, manage and monitor test progress.</li> <li>Use test administration or management tools and test monitoring tools as required.</li> <li>Use project management methodology and techniques to manage software application testing tasks.</li> <li>Plan, estimate, schedule, and control testing phases of projects.</li> </ul> <p>Client Support and Consulting:</p> <ul style="list-style-type: none"> <li>Build and maintain positive, pro-active relationships with clients. Understand the clients' business and their needs. Provide client consultation and testing support, as needed. Keep client informed of testing progress.</li> <li>Works with limited supervision, on a wide range of assignments of broad scope and complexity with medium to high risk to the organization</li> </ul>	<ul style="list-style-type: none"> <li>Track test incident resolution. Evaluate test automation possibility. For performance testing, use one of the available test automation tools if feasible.</li> <li>Create test summary reports and risk analysis for business client acceptance.</li> <li>Provide consulting expertise for applications and software being tested by others as needed.</li> <li>Regularly report on the status of testing, particularly items that could impact the delivery of the product</li> <li>Handles a wide-range of testing issues and identifies innovative testing solutions</li> </ul> <p>Test Tool Support :</p> <ul style="list-style-type: none"> <li>Drive use of automated test tools for product, regression or performance testing.</li> <li>Teach and help others to use the test tools. Contact the test tool support team for test tool support as necessary.</li> <li>Document the recommendations on how to use the test tools and document the answers to the frequently asked questions.</li> </ul> <p>Test Management :</p> <ul style="list-style-type: none"> <li>Administer, manage and monitor test progress.</li> <li>Use test administration or management tools and test monitoring tools as required.</li> <li>Use project management methodology and techniques to manage software application testing tasks.</li> <li>Plan, estimate, schedule, and control testing phases of projects.</li> </ul> <p>Client Support and Consulting:</p> <ul style="list-style-type: none"> <li>Build and maintain positive, pro-active relationships with clients. Understand the clients' business and their needs. Provide client consultation and testing support, as needed. Keep client informed of testing progress.</li> </ul>
--	---	---	---	--



## IT Testing Analyst - Job Profile Matrix

	<p>organization.</p> <ul style="list-style-type: none"> <li>The outputs are regularly monitored and reviewed by more experienced testers.</li> <li>May be mentored and guided by more experienced Test Analysts, especially on assignments of higher complexity.</li> </ul>	<ul style="list-style-type: none"> <li>Working on assignments that carry low to average risk to the organization.</li> <li>The outputs are periodically monitored and reviewed by more experienced testers</li> <li>Fundamental knowledge of the end to end process of the applications in area of responsibility</li> <li>Mentor team members and business clients on testing process</li> <li>May perform knowledge transfer for system functionality or performance to team members</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates good judgment and creative non-standard solutions in specific fields of expertise.</li> <li>Able to work effectively with other groups to persuade, exchange ideas and foster cooperation.</li> <li>Plays an integral role in the testing process as a go to person regarding the business technology, testing methodology and system performance if applicable.</li> <li>This tester will be the lead for the project assigned and will act as the primary contact in the issue resolution process.</li> <li>Will have the ability to differentiate between an enhancement, missed requirement, a design defect and a coding defect (N/A for performance test analysts).</li> <li>Advanced knowledge of the end to end process of the applications in area of responsibility</li> <li>Mentor team members and business clients on testing process.</li> <li>Performs knowledge transfer for system functionality or minimum performance requirements to team members</li> <li>Coordinates performance testing</li> <li>Displays advanced technical skills</li> <li>Able to perform peer review of test documents.</li> <li>Able to lead testing efforts on a project of medium to high complexity</li> <li>Work with IT performance engineers on workload characterization and performance summary report</li> </ul>	<ul style="list-style-type: none"> <li>At this level, the tester works, within procedural guidelines and without technical supervision, on a wide range of assignments of broad scope and complexity with high risk to the organization and that require expertise-based judgment and creative non-standard solutions in specific fields of expertise.</li> <li>Works effectively with other groups to persuade, exchange ideas and foster cooperation</li> <li>Expert knowledge of the end to end process of the applications in multiple areas of responsibility</li> <li>Leads strategy for test automation, testing process.</li> <li>Will have the ability to differentiate between an enhancement, missed requirement, a design defect and a coding defect and also suggest options for resolution (N/A for performance test analysts)</li> <li>Mentor team members and business clients on testing process</li> <li>Develops and conducts knowledge transfer sessions.</li> <li>Strategy regarding testing methodology</li> <li>Coordinates performance testing on multiple projects</li> <li>Work with IT performance engineers on workload characterization and performance summary report</li> </ul>
<b>Education</b> <b>Minimum</b>  <b>Desired</b>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>BA/BS in Computer Science/Information Systems, Business, Engineering or equivalent work experience</li> </ul>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>BA/BS in Computer Science/Information Systems, Business, Engineering or equivalent work experience</li> </ul>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>BA/BS in Computer Science/Information Systems, Business, Engineering or equivalent work experience</li> </ul>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>BA/BS in Computer Science/Information Systems, Business, Engineering or equivalent work experience.</li> </ul> <b>Desired:</b> <ul style="list-style-type: none"> <li>Masters degree or some graduate coursework</li> </ul>
<b>Experience</b> <b>Minimum</b>  <b>Desired</b>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>At least 6 months experience information technology or business environments.</li> </ul>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>2+ years of experience in similar or related job functions</li> <li>Participation in projects of low to medium complexity</li> </ul>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>5+ years of experience in similar or related job functions</li> <li>Strong familiarity with line of business functions</li> <li>Participation in projects of medium to high</li> </ul>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>8+ years of experience in similar or related job functions</li> <li>Expert experience in multiple line of business functions</li> </ul>



## IT Testing Analyst - Job Profile Matrix

	Desired: Participation in projects of low to medium complexity	<ul style="list-style-type: none"> <li>Some experience as lead role on projects</li> </ul>	<ul style="list-style-type: none"> <li>complexity</li> <li>Experience as Lead role on projects of medium complexity</li> </ul>	<ul style="list-style-type: none"> <li>Participation in projects of high complexity</li> <li>Experience as Lead role on projects of high complexity</li> </ul>
<b>License/ Certification</b>  <b>Minimum</b>  <b>Desired</b>	Desired: <ul style="list-style-type: none"> <li>Continuous education, such as IT or business specific training</li> <li>International Software Testing Qualifications (ISTQB) Tester Certification (functional test analysts only)</li> </ul>	Desired: <ul style="list-style-type: none"> <li>Continuous education, such as IT or business specific training</li> <li>International Software Testing Qualifications (ISTQB) Tester Certification (functional test analysts only)</li> </ul>	Desired: <ul style="list-style-type: none"> <li>Continuous education, such as IT or business specific training</li> <li>International Software Testing Qualifications (ISTQB) Tester Certification (functional test analysts only)</li> <li>PG&amp;E Leadership training, or scheduled to take within 6 months (functional test analysts only)</li> <li>Project Management Professional (PMP) Certification</li> </ul>	Desired: <ul style="list-style-type: none"> <li>International Software Testing Qualifications Board (ISTQB) Tester Certification, or equivalent IT training (functional test analysts only)</li> <li>PG&amp;E Leadership training, or scheduled to take within 6 months (functional test analysts only)</li> <li>Project Management Professional (PMP) Certification</li> </ul>
<b>Supervisory Responsibility</b>	None	None	May guide and mentor less experienced testers	Guides and mentors less experienced testers; may be team lead on complex projects
<b>Knowledge, Skills, Abilities</b>  <b>Minimum</b>  <b>Desired</b>	Minimum: <ul style="list-style-type: none"> <li>Working knowledge of MS Office suite of applications</li> <li>Detail oriented, analytical, good oral and written communication skills</li> <li>Ability to work effectively with teams from different disciplines and levels</li> </ul> Desired: <ul style="list-style-type: none"> <li>General business understanding and knowledge of functional area and/or system for the business unit(s) supported</li> <li>Familiarity with test management tools (e.g. Quality Center)</li> <li>Basic understanding of relational databases, including database querying</li> </ul>	Minimum: <ul style="list-style-type: none"> <li>Working knowledge of test management tools (e.g. Quality Center)</li> <li>Detail oriented, analytical, good oral and written communication skills</li> <li>Ability to work effectively with teams from different disciplines and levels</li> <li>Working knowledge of MS Office suite of applications.</li> <li>General business understanding and expertise in at least one functional area and/or system for the business unit(s) supported</li> </ul> Desired: <ul style="list-style-type: none"> <li>Mentoring skills</li> <li>Basic understanding of relational databases, including database querying</li> <li>Proficient knowledge of Test Automation/Performance Tools desired (e.g. WinRunner, Quick Test Pro, LoadRunner, SilkPerformer, SAP Test Automation and</li> </ul>	Minimum: <ul style="list-style-type: none"> <li>Working knowledge of test management tools (e.g. Quality Center), including test result analysis and reporting</li> <li>Detail oriented, analytical, excellent oral and written communication skills.</li> <li>Ability to lead testing efforts utilizing resources of different disciplines and levels</li> <li>Working knowledge of MS Office suite of applications</li> <li>Good business understanding and advanced expertise in several functional areas and/or systems for the business unit(s) supported</li> <li>Working knowledge of relational databases, including database querying</li> </ul> Desired: <ul style="list-style-type: none"> <li>Strong mentoring skills</li> <li>Advanced knowledge of Test Automation/Performance Tools desired (e.g. WinRunner, Quick Test Pro, LoadRunner,</li> </ul>	Minimum: <ul style="list-style-type: none"> <li>Expert knowledge of test management tools (e.g. Quality Center), including in-depth test result analysis and reporting</li> <li>Working knowledge of relational databases, including database querying</li> <li>Master knowledge of Test Automation/Performance Tools (e.g. WinRunner, Quick Test Pro, LoadRunner, SilkPerformer, SAP Test Automation and Optimization (TAO))</li> <li>Detail oriented, analytical, excellent oral and written communication skills.</li> <li>Ability to lead testing efforts and promote good working environment with different teams across multiple disciplines and levels</li> <li>Leads efforts to evaluate and improve IT processes, both in testing and related areas including setting standards</li> <li>Strong mentoring skills</li> <li>Working knowledge of MS Office suite of</li> </ul>



## IT Testing Analyst - Job Profile Matrix

		Optimization (TAO))	SilkPerformer, SAP Test Automation and Optimization (TAO))	applications <ul style="list-style-type: none"> <li>Strong business understanding and advanced expertise in many functional areas and/or systems for the business unit(s) supported</li> </ul>
<b>Supplemental</b>	<i>Works in an office environment. May be required to travel within PG&amp;E service territory if project / testing efforts require it.</i>			

Technical Competencies	Technical Competency Descriptions	Proficiency Level*			
		Associate	Career	Senior	Expert
Software Testing and Quality Assurance (functional test analysts only)	Ability to analyze, review and assess user requirements, specifications and models for testability.	Novice	Proficient	Advanced	Master
Test Tool Support	Ability to provide test tool support for the HP and other test tools.	Proficient	Proficient	Advanced	Advanced
Test Management	Ability to use project management methodology and techniques to manage software application testing tasks.	Proficient	Advanced	Master	Master
Client Support and Consultation	Ability to provide client consultation and testing support, as needed. Acts as liaison between projects and development teams	Proficient	Advanced	Master	Master
Test Automation	Ability to assess test scripts for automation candidacy. Ability to perform tasks necessary for automation and maintenance of scripts	Novice	Proficient	Advanced	Master
Training Others	Effectively communicates information for the purpose of having others learn, understand, and apply specific principles, techniques, or information.	Novice	Novice	Proficient	Advanced
Project Assessment	Plan, conduct, and deliver results from a project assessment.	Novice	Novice	Proficient / Advanced	Advanced
Risk Management	Assesses, prioritizes, monitors and addresses complex policy issues and challenges that present risk to our business and reputation.	Novice	Novice	Proficient	Advanced
Performance Test Results Analysis	Analyzes performance test results and provides explanation for anomalies and poor performance	Novice	Proficient	Advanced	Master

### \*Proficiency Levels

**Novice:** Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

**Proficient:** Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

**Advanced:** Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

**Master:** Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.