

Ministry

Energy and Minerals

Describe: Basic Job Details

Position

Position ID

Position Name

Quality Assurance Analyst

Current Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Energy Operations, Royalty Operations/Oil Royalty

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Supervisor's Position ID

Supervisor's Position Name

Supervisor's Current Class

Program Services 3

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

No responsibilities added or removed.

Responsibilities Removed:

N/A

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Team Lead Business Solutions, the Quality Assurance Analyst has a in-depth understanding of all areas of Oil Royalty business and is an important part of the team responsible for managing the information and IT Systems that supports the royalty policy development and royalty program administration. The Quality Assurance Analyst must have a well-rounded

knowledge of the oil production reporting process from the time the oil leaves the ground to when the oil is delivered in the pipeline and royalty is collected.

The Quality Assurance Analyst will help manage systems information, and make technical decisions affecting our multiple IT systems using solid business and technical knowledge, process complex program related information, and support policy and operational issues and decision making by ensuring the right information is available.

The Quality Assurance Analyst is responsible for testing applications for the Oil Royalty Operations branch. They evaluate issues in a release and create acceptance testing strategies for successful sign off of the release. They must have a sound understanding of the data and data structures of the applications, the business rules controlling the applications, and the legislation the applications are supporting. The Quality Assurance Analyst must be aware of implementation and modifications of other applications that will impact Oil Royalty Operations and be able to provide input on design and support cross-application testing.

The Quality Assurance Analyst represents Oil Royalty Operations in various groups and committees and provides business, technical, and consultative services internally and externally and to management. The Quality Assurance Analyst is expected to interpret legislation, regulations and internal guidelines to answer questions and solve issues, provide exemplary customer service while being committed to confidentiality, tact, and diplomacy, and ensure Oil Royalty Operations business requirements are addressed.

The Quality Assurance Analyst must work proactively to identify business process inefficiencies and recommend creative solutions to support continuous improvement within Oil Royalty Operations and the department overall.

The Quality Assurance Analyst gathers and analyzes data to support management, department goals, and Ministerial requests and has a broad understanding of where the data is and who must be called on to provide the data.

Responsibilities

1. Acceptance Testing of Releases

- a. Once a release is planned, the Quality Assurance Analyst begins preparing the test environment and the test cases which will ensure a successful release. Using their knowledge of all Oil royalty business processes, they work closely with the IT team to set up the test environment, ensure test case coverage is complete, and estimate the required time and resources to complete.
- b. The Quality Assurance Analyst must be aware of interdependencies with applications throughout the department and external to the department and include strategies in the test cases to ensure those interdependencies are working correctly.
- c. The Quality Assurance Analyst is responsible for creating any issues coming out of release testing, writing the requirements for the new issues, and keeping all areas of business and IT informed about the new issues and their impact on business.
- d. Train staff on new functionality before releases are migrated to production.

2. Liaises with other departments to stay abreast of upcoming developments and issues that may affect Oil Royalty operations

- a. Regularly attend change management meetings for department applications to provide

- business, technical and consultative services for ongoing development of systems.
 - b. Foster relationships with other subject matter experts in the department to ensure goals and processes are streamlined and not duplicated or counter-productive.
 - c. Act as a go between for IT analysts and Business operational staff, explaining sometimes complex IT concepts in layman's terms to business staff. Similarly the Senior Analyst must be able to clearly articulate sometimes complex business requirements to the IT developers.
3. Enhance the strategic value of oil royalty information and ensure IT investments are business driven
- a. Reviews and analyzes current business processes pertaining to Oil Royalty Operations business functions and suggesting new concepts and changes to business processes to support continuous improvement of operations.
 - b. Key member of the Oil Royalty Operations application team that designs and implements the system's core architectural elements, including system interoperability, security, and functionality to ensure business requirements are addressed.
 - c. Participates in migration and conversion activities associated with all system development.
 - d. Liaises with external and internal stakeholders to explain merits of and development of system functionality; and advise them of potential impacts to their obligations and system requirements.
4. Key member of the team that is the first point of contact for management and internal and external clients providing support for investigating data, requesting ad hoc queries, providing verbal or email responses and liaising with other departments to provide a complete and accurate response,.
- a. Ensure flow of information to Management.
 - b. Clarifies requirements of client and determines best solution for providing data.
 - c. Clarifies legislation and guidelines for clients.
 - d. Performs investigations to determine impacts to Oil Royalty.
 - e. Assists with audit requirements.
 - f. response to Senior Executive requests for data in a timely manner, while ensuring the accuracy of the data produced.

Problem Solving

Typical problems solved:

1. The Quality Assurance Analyst is responsible for the successful execution of complex business functional testing. They coordinate acceptance testing including writing requirements, developing test cases for complex situations that span multiple applications, and ensuring successful test results and deployment. They also train business users in any new functionality.
2. The Quality Assurance Analyst provides a critical link between Oil Royalty Operations and IT to define and clarify business, legislative and policy requirements through all phases of application design, development, acceptance testing, implementation and ongoing enhancements. This position must thoroughly understand the Oil Royalty Operations business functions, including how oil royalty is calculated and how it is affected by oil royalty programs and rates. This expertise is required to define and enhance business processes and evaluate whether proposed system design solutions meet requirements.
3. This position is expected to apply creativity and originality to responsibilities, identifying new

concepts to support continuous improvement and streamlining of operations. The Quality Assurance Analyst must integrate a variety of business requirements and perspectives of multiple users when providing business and technical input to application design, development, acceptance testing, and implementation. They must continually interact with users and IT representatives to make informed decisions relating to Oil Royalty Operations issues and business functions.

4. The Quality Assurance Analyst has considerable latitude and independence in determining appropriate approaches to responsibilities, exercising judgment when interacting with external clients, IT representatives and internal stakeholders to define business requirements and develop associated solutions. Given the diversity of issues and stakeholders, the Quality Assurance Analyst must be able to problem solve and make decisions when faced with multiple, and occasionally conflicting, perspectives and priorities.
5. The Quality Assurance Analyst must complete work within the parameters of established legislation, policies, and business rules associated with oil royalty; oil royalty programs and rates; and reconciliation and delivery. Decisions outside established policies, without clear precedent, or with potential for significant sensitivity or controversy are discussed with the Team Lead and Oil Royalty Operations management.
6. This individual must be familiar with the department processes and controls in change management; have strong conceptual thinking skills; have a strong knowledge in key aspects of the current Oil Royalty Operations business; and, demonstrate flexibility to evolve with the role that this position plays in the group.

Types of guidance available for problem solving:

The Business Solutions team holds regular meetings where problems and issues are discussed.

Issues that arise out of AT Testing are discussed with Developers and/or Operations to determine the best course of action.

The Quality Assurance Analyst can engage with other Energy business areas to determine if the issue impacts them. Energy has developed standards for application development which should be adhered to whenever possible.

Direct or indirect impacts of decisions:

Decision made by the Quality Assurance Analyst will directly impact Oil operational areas, other business areas including Oil Sands Royalty and Gas Royalty, and industry clients. If coding change are not properly tested, royalty calculation errors can directly impact government revenues and affect government reputation.

Key Relationships

Major stakeholders and purpose of interactions:

The Quality Assurance Analyst has regular and ongoing contact with:

- Team Lead, Business Solutions
- Oil Operations staff and Management
- Cross-commodity staff (i.e. Gas Royalty, Tenure, and Oil Sands Operations)
- IT representatives

Purpose of interactions:

Team Lead - review and discuss issues arising out of AT testing to determine best course of action, provide updates on AT testing and application health

Oil Operations Staff - review issues, answer questions on application behaviour and processing, provide data, assist with investigations

Cross-commodity staff - review issues to maintain standards in applications and quality of data

IT Representatives - review issues and resolve problems with data and processes, request adhoc, prepare environments for testing.

Required Education, Experience and Technical Competencies

Education Level Diploma (2 year)	Focus/Major	2nd Major/Minor if applicable	Designation
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If other, specify:

Two years of directly related work or equivalent combination of education and experience.

Job-specific experience, technical competencies, certification and/or training:

Knowledge of Acceptance Testing methodologies, and business system design.
 Analytical and problem solving skills.
 Ability to work independently with little supervision.
 Excellent verbal and written skills, as well as diplomacy.
 Organization, team work & collaborative skills.
 Ability to handle multifaceted roles on short notice.
 Testing certificate or testing experience.
 Strong knowledge of Oil Royalty processes, legislation, and policy would be an asset.
 Knowledge of internal systems and Petrinex would be an asset.

Behavioral Competencies

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	The analyst must review requested changes for impacts on integrated Energy applications and identify concerns across commodities and royalty regimes to find a solution that will adapt well to a changing environment.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	The analyst must review issues to determine the root cause and engages IT staff and Operational staff to determine if there is a better approach.

Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	The analyst regularly encourages and solicits input from IT and Operations and actively listens to suggestions to promote collaboration on problem solving rather than confrontation.
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	The analyst regularly reviews issues to determine the risks and benefits of the changes and identifies consequences of changes so they can be addressed early.
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	The analyst trains junior analyst on Energy applications, standards and legislation to ensure they are working at their full potential and are able to provide optimum support.