

## **JOB DESCRIPTION**

**TITLE OF POSITION:** Programmer/QA Analyst (1-Year Temporary)

**POSITION #:** SY-119

**GROUP/UNIT:** IT Operations and Quality Assurance

**REPORTS TO:** Manager, IT Operations and Quality Assurance

### **PRIMARY PURPOSE**

Through its services and products, CCOHS advances health and safety in Canadian workplaces, and the physical and mental well-being of Canadians.

The IT Operations and Quality Assurance service unit provides infrastructure and computer systems support for CCOHS, and is responsible for ensuring the security and availability of all production technology products and services, in addition to the mandate that all development and infrastructure production changes are thoroughly tested and validated.

The Programmer/QA Analyst is responsible for creating and updating web pages by developing and testing code for web required elements. The incumbent works closely with other staff to design and build web sites using good practices.

	<b><u>DUTIES</u></b>	<b><u>% OF TIME</u></b>
1.	Makes changes as necessary to web based applications for delivery of a variety of CCOHS products. Maintains and supports web applications such as CCOHS Website and E-commerce system, as well as CCOHS internal web tools. Develops web pages following designs and best practices. Maintains a thorough understanding of the various operating system and web browser issues to ensure proper page functionality.	40%
2.	Develops and executes formal test procedures on external and internal web applications such as CCOHS website, e-commerce and websites CCOHS develops for clients. This will involve creating and executing test specification from design requirements, analyzing and reporting test results and reporting on defect resolution.	40%
3.	Evaluates, tests, confirms and corrects pages to ensure compliance with web standards on accessibility, usability and interoperability.	10%
4.	Builds and sends surveys using the survey tool for Inquiries, e-learning courses, and other standalone surveys.	5%
5.	Monitors CCOHS production web applications and tools and takes appropriate actions when problems occur. Process data as required. Prepares regular reports pertaining to the above and performs other related duties, as required.	5%

## **NATURE AND SCOPE OF POSITION**

The position reports to the Manager, IT Operations and Quality Assurance Service Unit. The incumbent works closely with members of the IT Operations and Quality Assurance Service Unit and project teams, as assigned. The incumbent is expected to participate in the planning of the Service Unit or Team activities, to ensure that they play an active part in achieving the goals without causing work overload or imposing conflicting demands, including deadlines. They must adjust to frequently changing priorities and deadlines, and notify their Service Unit Manager and team lead(s) should time constraints or other challenges arise that require resolution. The incumbent is accountable for completing work agreed to and assigned in monthly plans and annual business plans. The incumbent is the primary positions responsible for designing and executing web application testing plans to ensure delivery of CCOHS products and services, web applications CCOHS develops for clients, as well as internal tools.

### **Know-How**

The incumbent:

- Must understand user requirements, and translate these into usable solutions
- Is required to have good knowledge and experience in web development standards and tools such as HTTP, HTML, JavaScript, CSS, XML, PHP, and MySQL and create detailed test cases and scripts, works with Systems/Programmer Analyst to determine requirements are captured correctly.
- Must have sound knowledge of CCOHS products and services including pricing, discounts, promotions and other options, and familiar with using internal tools such as Acumatica.
- Must have a sound understanding of the standards on web accessibility, usability and interoperability, and how to apply those standards, to web sites so they are in compliance with the standards.
- Is required to have a good understanding on software development life cycle, testing automation tools, methods, and best practices, and willing to learn new technologies and skills when it's needed.
- Works closely with members of project teams as assigned and is expected to participate in the planning of the project teams' activities, to ensure that they play an active part in achieving the project teams' goals without causing work overload or imposing conflicting demands, including deadlines.

### **Problem-Solving**

The incumbent:

- Builds and updates web pages on CCOHS and client web sites that CCOHS maintains, as well as in the e-commerce system.
- Troubleshoots web applications, and considers the various operating system and browser differences.
- analyses, tests and fixes problems with web pages related to the standards on web accessibility, usability and interoperability.
- considers response time and ease of maintenance in building web pages and sites.
- must understand the nature of web problems in order to take initial steps.

### **Accountability**

The incumbent is accountable for:

- implementation of assigned web pages used to support CCOHS products and services (such as the CCOHS e-commerce system and CCOHS web site improvements).

- Ensuring web applications are built following systems design and requirement specification, and to comply with the various government standards for web accessibility, usability and interoperability.
- Updating and maintaining CCOHS/E-commerce database to ensure the delivery of the new products or changes to CCOHS products and services.
- Monitoring CCOHS production websites and web applications CCOHS supports, and responding or passing on the problems to others for resolution.
- developing and delivering web pages and web sites that perform well and operate properly on different operating system and browser versions.
- developing and maintaining Cascading Style Sheets (CSS) for the CCOHS web site based on the provided designs (as backup).
- Documenting procedures for e-commerce and other website building or updating processes.

## **WORKING CONDITIONS**

<b>Physical Effort:</b>	The employee works at a computer (keyboarding and mousing to read and reply to e-mail, prepare reports, review information, etc.) for the majority of the work day. The work is interspersed with non-computer based activity, such as reading, thinking, proof-reading, photocopying, filing. The employee has some control over the workload and has the opportunity to get up, stretch, and walk on a regular basis. Some stooping and lifting (or handling of light material) may be required.
<b>Physical Environment:</b>	The employee works at a desk and/or a computer workstation with a keyboard and a mouse for the majority of the work day. The workstation and desk are ergonomically set up, with a wrist rest, mouse rest, document holder, task lamp, as required. The lighting meets standards and there are adjustable blinds on the windows as required. The building environmental controls meet general office requirements.  Some risk of RMI due to intensity and duration of work unless safe work procedures outlined are followed.
<b>Sensory Attention:</b>	The position requires concentration to compose, enter data, proof-read, quality assure, read routine information, communicate with others via e-mail, search for information and listen to others carefully.  The work requires close concentration when building web pages, trouble-shooting problems, and quality assurance and proofing in English and French of own and others' work.

<b>Mental Stress:</b>	<p>There are priorities and deadlines which need to be met on a regular basis. There are interruptions from colleagues, supervisor or telephone calls. The employee has some control over the pace of work. Work may be repetitious.</p> <p>The incumbent deals with staff at all levels from different groups with different and conflicting priorities. Detailed work is affected by numerous interruptions. There could be serious consequences if deadlines are missed or errors are made.</p>
-----------------------	--

**SPECIFICATIONS**

A college diploma with concentration in computer technology or an equivalent combination of education and experience.

Two years of work experience developing and maintaining web sites, using HTML, JavaScript, CSS, PHP/Python and relational databases such as MySQL.

Good understanding of web development standards, as well as government web standards and the WCAG 2.0 accessibility standard.

Good knowledge of testing methodologies, such as Unit Testing, and automatic testing tools.

Ability to work with content in both official languages is essential.

Proficiency in using Unix/Linux and Windows operating systems.

Good interpersonal and communications (oral and written) skills.