

# NEW MEXICO JUDICIAL BRANCH

## INFORMATION TECHNOLOGY QUALITY ASSURANCE ANALYST (Classified)

**TARGET SALARY:** \$72,359-\$144,718 annually, or \$34.788-\$69.576 hourly depending upon experience (pay range LL)  
**LOCATION:** Varies, statewide locations  
**FLSA STATUS:** Exempt  
**JOB CODE:** 9692JB  
**BENEFITS:** Competitive benefits package offered

### THE NEW MEXICO JUDICIARY

The Mission of the New Mexico Judiciary is to protect the rights and liberties of the people of New Mexico guaranteed by the Constitution and laws of the State of New Mexico and the United States; to resolve legal disputes fairly, and to ensure access to justice for all.

### GENERAL STATEMENT OF DUTIES

Acting under general direction of the Judicial Information Division (JID) analyze and propose quality control solutions for the Judiciary.

### EXAMPLES OF JOB DUTIES

- **The IT Quality Assurance Analyst** is responsible for implementing control techniques for more efficient production, performing audits and analyses of historical and live data residing on judiciary databases.
- Evaluates data accuracy and integrity against approved judiciary data standards and provides recommendations to management for remediation of any errors or anomalies as well as ways to increase quality output while reducing the use of judiciary resources and generating cost savings.
- Evaluates a production environment by conducting quality assurance, control analytics, and control testing.
- Performs audits and conducts maintenance of historical and live data residing on judiciary databases.
- Evaluates data accuracy and integrity against approved judiciary data standards and provides recommendations to management for remediation of any errors or anomalies.
- Suggests ways to increase quality output while reducing the use of judiciary resources and generating cost savings.
- Uses data standards and standard operating procedures to validate the data and make determinations.
- Investigates data discrepancies, creates, and presents applicable corrective action plans.
- Evaluates new business processes against data standards and SOPs to ensure data integrity.
- Acts as point of contact for system configuration, testing, and onsite support.
- Supports and resolves incidents logged by users.
- Facilitates and supports unit and business user acceptance testing.
- Adheres to company policies on information security and confidentiality.
- Conducts meetings and writes technical documents.
- Other duties as assigned.

## **COMPETENCIES/QUALIFICATIONS**

The successful applicant should demonstrate knowledge of data schemas; shell and scripting languages; court processes; statistical analysis; business writing; data standardization; quality control and quality assurance principles; software quality assurance; software development; project management; database structure, table layouts, design and structure; project reporting and tracking methods; scientific methods for quality analysis; administration and customer support best practices; troubleshooting techniques; business and system integration analysis; and budget analysis and preparation.

## **QUALIFICATIONS**

**Education:** Bachelor's degree from an accredited college or university in Business Administration or Management, Project Management, Computer Science, Information Technology, IT engineering or other directly related field.

**Education Substitution:** Four (4) years of directly related or relevant experience may substitute on a year for year basis.

**Experience:** Five (5) years of experience with software quality assurance, software development, or project management, to include three (3) years of experience working with functional teams to develop project plans.

**Experience Substitution:** Master's Degree in a directly related field may substitute for one (1) year of experience at a rate of thirty (30) semester hours, which equals one year.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The following functions are representative, but not all-inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office or court setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, judges, and justices.

*\* This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed*

## **BENEFITS**

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employee assistance program (EAP) [<http://www.mybenefitsnm.com/>]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses
- Paid time off, up to eight (8) weeks
- Paid time off and retirement buyback
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation [457\(b\) plan](#)
- Lifetime Defined Benefits Retirement Plan [<http://www.nmpera.org/>]

- Flexible work schedules and alternative work locations\*
- Free health care, Rx, and lab work at the facility ([Stay Well Health Center](#)) in Santa Fe, NM
- Bilingual compensation\*
- Training and career development opportunities
- Higher education [opportunities](#), educational leave, and tuition reimbursement
- May qualify for the Public Service Loan Forgiveness Program ([PSLF](#))
- May receive overtime holiday or shift differential pay\*
- May receive physical fitness leave\*
- What are your benefits worth? Click [here](#) to find out

*\*These benefits vary by job classification or need\**

### **START YOUR CAREER**

Experience the difference, work for the Judiciary! Apply [here](#)!

History of Job Description: Dev: 08/15/18, Rev: 02/04/20, Benefits updated: 02/26/21, Audit: 12/31/22, Rev Pay Ranges: 07/08/23 Rev Pay Range: 07/06/24

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The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at [nmcourts.gov](#)