



The San Diego Association of Governments invites applications for the position of:

senior quality assurance analyst

A job at SANDAG is guaranteed to stimulate your mind, expand your skills, and accelerate your professional development. We are committed to recruiting highly talented individuals who are dedicated to working on important issues and passionate about making significant contributions that impact the lives of people all around the region. We look for people that have extraordinary leadership and vision; people that drive change and produce results; people who take ownership of projects and never settle for "good enough!"

SANDAG values and rewards continuous improvement. We offer a fulfilling work environment that will challenge your capabilities. And it is a place where you can take ownership for the next steps in your career while being supported with opportunities, tools, and resources that will allow you to be successful.

This position is open until filled.
The first review of applications will begin on August 10, 2018
Expected start date: September/October 2018



Office of Quality Assurance

The Data, Analytics, and Modeling Department provides SANDAG member agencies, elected officials, other organizations, and the public with information and technical resources for regional planning, funding, and policymaking efforts. The department represents a broad range of expertise from land use and transportation modeling, programming and website development, applied social research, public safety, demographics, and economics. The information the department gathers, analyzes, produces, delivers, and maintains is essential to the success of SANDAG.

The Office of Quality Assurance is new for the department and has been established to provide independent verification of data acquired or produced by SANDAG modeling, forecasting, analysis, mapping, and visualization efforts. In all, there are 70 terabytes of data stored in 200 databases, and the data comes from over 80 sources. The current focus is on developing and implementing formalized policies, processes, and safeguards consistent with best practices and industry standards.

Senior Quality Assurance Analyst Role

This newly created position will develop, implement, and coordinate quality assurance activities within the department and develop policies, processes, and documentation for various types of data acquired or produced by the agency's modeling, forecasting, analysis, mapping, and visualization efforts. By working with a small team, and collaborating with department colleagues, the Senior Quality Assurance Analyst ensures the integrity, validity, and credibility of data flowing into and out of various spatial and non-spatial databases.

Job Responsibilities

This position is best suited for an experienced, hands-on, data quality assurance/quality control professional with expertise in supervising a technical team. We anticipate career development will occur while working on the types of duties and responsibilities described below and through mentoring and close collaboration with agency executives. Examples of primary responsibilities include:

- Work with department managers to develop a Quality Assurance/Quality Control (QA/QC) program; research, develop, and implement formalized quality control processes, policies, and standards consistent with best practices and industry standards.
- Supervise, mentor, train, and provide career development opportunities for a team of professional and technical staff with expertise in QA/QC functions.
- Analyze and validate regional economic, demographic, land use, and transportation data for use in operational, procedural, and policy decision-making activities; interpret multi-disciplinary data demonstrating a thorough understanding of issues that could affect the validity and reliability of information.
- Design, develop, and perform robust quality assurance testing and analysis of regional data; apply analytical and problem-solving skills to identify and report data anomalies, identify root cause patterns, and facilitate resolutions to issues.
- Create and maintain documentation related to data compliance, business rules, data flows, process flows, and reporting.
- Coordinate metrics and statistical reports, perform audits and complete special studies; prepare spreadsheets, charts, and graphs to support information sharing.
- Develop complex queries to examine existing or prospective datasets; develop and implement test approaches, automated tests, test environment requirements, and data strategies; identify risks and problem areas and recommend standards, policies, and procedures to correct deficiencies.
- Research and recommend best practices for maintaining, archiving, and accessing data sets; collaborate with database designers, programmers, and administrators regarding the development, management, and use of information resources.
- Participate in the maintenance and documentation of comprehensive computerized databases in Excel, Access, and SQL Server formats.
- Coordinate and/or participate on inter-departmental and interagency teams assembled for various agency projects; foster collaborative working relationships with local jurisdictions, and other public agencies; coordinate with federal, state, and local agencies.
- Prepare and present written, oral, and visual reports and recommendations to upper management, member agencies, Policy Advisory Committees and working groups, and the public.
- Promote education in data management, design training materials, and deliver training as needed.

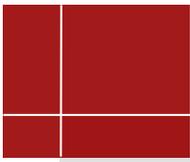
Experience and Qualifications

Numerous factors contribute to an individual's ability to be successful in any given role. For this position, we are searching for a candidate with an aptitude for analytical thinking and problem solving who is organized, flexible, and can be relied upon to meet deadlines while working on multiple projects. Excellent communication skills, the ability to work collaboratively, and the use of sound judgment are important.

The minimum education, training, and experience qualifications include a bachelor's degree with major course work in computer science, management information systems, regional planning, geography, demography, economics, statistics, mathematics or a related field, and five years of professional quality assurance, data analysis, database, or programming experience, including some lead or supervisory experience.

The following information describes the specific types of career experiences that are most relevant to this position:

- Knowledge of quality assurance and quality control practices used for validating data and ensuring data integrity, including statistical analysis and sampling techniques, preferably for demographic and economic data.
- Experience supervising and evaluating the work of professional and technical personnel; demonstrated experience training, developing, and mentoring a team; experience providing administrative and professional leadership for assigned programs.
- Experience developing effective quality assurance/control practices, continuous quality improvement, and evaluation methods in a highly complex and data-centric environment.
- Experience developing, implementing, and maintaining testing systems, transparent practices, and tools that align with business requirements and audit standards. Experience with data analysis and research methodologies; knowledge of data acquisition and quality control methods used for gathering and compiling various types of information; knowledge of factors that contribute to the reliability and integrity of collected data.
- Experience solving problems, exploring data, discovering patterns, meaningful relationships, anomalies, and trends.
- Demonstrated computer software proficiency using the Microsoft Office Suite especially Excel and Access, SharePoint or other collaboration portal systems, SQL Server or other relational database management system; knowledge of database construction, management, and retrieval methods.
- Familiarity with software packages/applications that are major consumers of data, such as statistical analysis, modeling, and geographic information systems.
- Familiarity with the principles, practices, and objectives of regional planning and forecasting.
- Familiarity with formalized data governance processes and procedures.
- Demonstrated ability to establish and maintain effective working relationships with those contacted in the course of work including agency and other government officials and community groups; the ability to gain cooperation and consensus through discussion and persuasion.
- Experience communicating highly technical information effectively, both orally and in writing; to a broad range of audiences; ability to prepare and deliver public presentations and recommendations regarding various program elements to upper management, Boards, community groups, and other audiences.
- Excellent organizational skills and the ability to manage several concurrent projects at various stages of completion; ability to establish and maintain priorities and work independently.
- The selected candidate can anticipate a driving record check upon hire, and approximately annually thereafter. The results of the check may determine whether the selected candidate will be permitted to drive for SANDAG business.



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About SANDAG

SANDAG is one of the most recognized regional agencies in the nation with responsibilities that cover a broad range of complex, interrelated program areas connected by a quality of life theme. We are best known for our efforts related to transportation and this role continues to expand as we push beyond traditional boundaries to deliver a state-of-the-art transportation system for the region. In recent years, leadership in areas such as comprehensive land use and environmental planning, public safety, and modeling and data systems also have earned SANDAG much acclaim. With an employee group about 350 strong, we work for our Board of Directors - mayors, city council members, county supervisors, and other leaders representing the jurisdictions within the San Diego region and neighboring areas. They play the important role of making policy decisions that shape the future of the region. Our collaboration with stakeholders, partners, and the community, the precision of our data, the completeness of our reports and studies, and our sound recommendations are essential components of the regional decision-making process.

Salary and Benefits

SANDAG rewards the efforts of its employees with a comprehensive compensation package. Competitive salaries are supplemented with a flexible offering of health, financial security, and time-off benefits to meet the work and life needs of employees and their families.

This Senior Analyst position has an annual salary range of \$71,689 to \$114,703; the starting salary will depend on the qualifications and experience of the selected candidate.

Our benefits include traditional health, dental, and vision insurance as well as employee assistance, wellness, and work/life balance programs. Retirement and financial security benefits are provided through a pension plan and deferred compensation program. And to support the need to rest and rejuvenate, employees are provided with a bank of paid time off in addition to paid holidays.

How to Apply

We encourage all interested candidates to apply for this position by completing a SANDAG Employment Application form. Resumes, cover letters, and work samples may be submitted in addition to the Employment Application but are not a substitute for this document.

The Employment Application can be downloaded in PDF format from the SANDAG website. Alternatively, a copy can be requested by calling (619) 699-1900 or emailing hr@sandag.org. Completed applications and related materials can be submitted via email, fax, regular mail, courier, or delivered by hand. See our Careers / How to Apply webpage for additional information.

In compliance with the Americans with Disabilities Act (ADA), SANDAG will accommodate persons who require assistance in order to apply for a position at SANDAG. Applicants requiring an accommodation due to a disability during any stage of the recruitment and selection process, including requesting this document and related application materials in an alternative format, should make their needs known by contacting Human Resources at (619) 699-1900, (619) 699-1904 (TTY), fax (619) 699-6905, or hr@sandag.org.

Additional Application Requirement

To help us further evaluate the skills and experience of individuals interested in this position, applicants are asked to respond to the Supplemental Questions below. The information can be up to 500 words and should be submitted with the Employment Application. This is considered a required component of the application; applications received without a response will be screened out of the selection process.

Supplemental Questions

1. This position will work with department managers to develop a QA/QC program. Describe a project/program you have developed that demonstrates your experience with this type of work. Emphasize your role and the steps you took to ensure its success.
2. Describe your approach to supervision and provide an example of the techniques you use to help develop, mentor, and train employees.

Candidate Selection and Notification

Following the first review date for applications, all candidates will receive written confirmation that their application was received. The hiring manager will begin reviewing and evaluating applications within a few days of the first review date. The best qualified candidates will be invited to continue in the selection process. All candidates will receive written notification as to the final outcome of their application.

Further Information

The SANDAG website contains a wealth of information about our various project and program areas. The Careers section of the site lists all of our current Job Openings as well as information on how to apply for positions and Frequently Asked Questions about our recruitment process.

In compliance with the Immigration Reform and Control Act of 1986, applicants hired by SANDAG must show acceptable proof of identity and evidence of authorization to work in the United States.