Position: PROJECT ASSOCIATE (HCI)

DEPARTMENT: Psychology

IMMEDIATE SUPERVISOR: Dr. Sean Laraway, Program Director

POSTING DATE: February 18, 2016

CLOSING DATE: Open Until Filled

SALARY: Commensurate with Experience and Qualifications

EXEMPT STATUS: Exempt Level

GENERAL NATURE OF POSITION: The Psychology Department at San José State University is involved in collaborative research with NASA civil service scientists from the Human-Computer Interaction (HCI) Research group of the Human Systems Integration Division at the NASA Ames Research Center in Mountain View, CA. The research is centered on the development, design and testing of next-generation mission tools for risk capture and analysis and robotic planning for both the International Space Station and future space missions.

We seek an entry-level Project Associate who will assist in designing, managing, and deploying structural taxonomies for customizable web-based applications that are deployed in multiple production configurations, in addition to leading the organization of quality assurance testing.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Advise project managers on the taxonomy development of new systems.
2. Scope and create testing plans for new systems as well as existing systems that require design or code changes.
3. Facilitate adherence to schedules by acting as liaison between multiple project roles.
4. Execute taxonomy and other UI-configurable updates to production systems.
5. Lead the deployment and verification of regular system code and server updates.
6. Respond directly to user help desk calls.
7. Define and document group policy and best practices for testing, bug tracking, and deploying updates.
8. Maintain the group’s internal MAS bug tracking system.
9. Create and update help documentation that clearly instructs users in the features and complexities of the product.
10. Run manual functional and performance-related test cases in single or multiple browsers. Product currently supports Internet Explorer (IE), Firefox (FF), and Chrome.
11. Perform validation of data migrations/imports for new configurations that will replace legacy systems.
12. Test integrations with external systems (e.g., record successfully transferred, valid data mapping, etc.).
13. File bugs with clear steps to reproduce. Verify bug fixes.
14. Work closely with developers to identify, understand, and verify bugs.
15. Work closely with the design team to understand the specifications and uses of new features for testing and for documenting.
16. Write, maintain, and extend manual test cases.

INTERPERSONAL CONTACTS:

Reports to the Project Director. Interacts with NASA Ames civil service and Foundation research staff, including student assistants, on a daily basis.

QUALIFICATIONS:

1) Education and Experience
   - AA required; BA/BS highly preferred.
   - Minimum six months’ experience in quality assurance in human-computer interaction required.

2) Knowledge, Skills and Abilities required
   a) Excellent communication and instructional skills.
   b) A careful and consistent attention to detail along with good critical thinking skills.
   c) Ability to scope QA testing plans and schedules on an individual project basis.
   d) Ability to understand the varying project roles of coworkers and to facilitate cooperation among them.
   e) General knowledge of QA software and practices and their application.
   f) Ability to learn about domain-specific engineering issues (e.g., International Space Station hardware).
   g) Working knowledge of cognitive psychology and human computer interaction standards.
   h) Ability to work collaboratively in an agile development environment to deliver multiple products in parallel.

3) Physical Requirements
   - Located at the NASA Ames Research Center. Therefore, this employee must meet security qualifications for entrance to the Center.
   - Must be willing to travel domestically and internationally as needed.

4) Complexity of Duties
   - Exercises independent judgment in the management and completion of a diverse set of tasks.

SUPERVISORY RESPONSIBILITIES:
None, though may provide informal direction and assistance to less senior research associates, as appropriate.
APPLICATION PROCEDURE

To apply for this position, you may submit a letter of interest and a resume or an application. An application and other information may be obtained from the Research Foundation Human Resources Department, through the Research Foundation’s web site at foundation-jobs@sjsu.edu or in person by visiting the Foundation, located at 210 North 4th Street, 4th Floor, San Jose, CA (corner of St. James and North 4th Streets). An application will be required for those interviewed.

The SJSU Research Foundation website’s job listings page, which also has a link for downloading an application, can be found at http://www.sjsu.edu/researchfoundation/open/index.html

San Jose State University Research Foundation
Attn: HR/Job Code PA HCI
210 North 4th Street
San Jose, CA 95112
E-mail: foundation-jobs@sjsu.edu

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The SJSURF has also implemented California State University Policy Memorandum HR 2015 – 08 (http://www.calstate.edu/HRAdm/pdf2015/HR2015-08.pdf).

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.