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E-commerce Technology Consultant – Roles & Responsibilities

Emvigo

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Emvigo Technologies

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Document Version & History

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Contents

Document Overview

This document consists of the main responsibilities and checklist of the Technical Analyst role.

- Leadership – Do what's right, even if it's tough
- Collaboration – Leverage our collective genius, be a team
- Transparency – Be real and be honest
- Accountability – Recognize that if it is to be, it's up to me
- Passion – Show commitment in heart and mind
- Advocacy – Earn trust and business In Quality – Ensure what we do, we do well

E-commerce Technology Consultant

E-commerce Technical Consultant is a mid-level position in Emvigo Technical Development Team, who would be responsible for timely and quality development of the project and its delivery. Technology Consultant is expected to follow the best coding practices and help Juniors folks to understand best practices. Never compromise on the quality of coding and always ensure the security and performance aspects of the deliverables. Technical Consultants should take responsibility for handling the development of a module or components of the project and support the team lead to manage technical activities.

Checklist to ensure the responsibility of development stages

This checklist will explain end-to-end activities and the involvement of a technology analyst

Discovery

1. Support Discovery Team members to do proper feasibility study and requirement analysis
2. Prepare the right questions and make more clarity in overall project requirements
3. Participate in the estimation process and add if you found any Risks or Challenges
4. Contribute to the documentation process to register your findings and understandings
5. Give suggestions and ideas to the team about technical implementation methods

Project Kickoff and Sprint 0 Activities

1. Participate in Project Kickoff Call and raise questions if any
2. Participate in L2 Estimation as part of the Development Team and estimate the requirements registered in wireframe or design.
3. Prepare questions for the architect team to make more clarity in architecture, tech-stack and third-party, etc.
4. Prepare questions for the client if you need clarity in any requirements before starting the project development process

5. Check Emvigo Best Practice documents before starting the project (Best Practice, Common stories, Process Documents, etc.)
6. Participate in DB design aspects and raise questions if you have any concerns
7. Consider the Reusability factors and Common libraries (Common logger) and prepare them for project execution.

Development & Audit Review

1. Follow and take all the quality measures when you start the new project regarding the code quality aspects
2. Should have clear clarity in requirements before starting development
3. Consider the Sprint 0 activities to prepare and get ready to start the development process
4. Update the status and comments of assigned tasks in the task management tool regularly
5. Regularly update a summary of task reports with the project manager, leads, and customers via email or communication channels.
6. Adhere to the practices mentioned in best practice documents
7. You should consider Common Stories in every sprint if it is applicable
8. Participate in the Scrum Call and Sprint-related calls like Sprint Refinement, Sprint, Planning, Sprint Demo, Sprint Retrospective, etc.
9. Participate in client calls if necessary.
10. Give relevant inputs in project audit, project release checklist, and common story checklist-related process
11. Participate in audit-related feedback fixes based on priorities.
12. Do a self-review before committing to the code and ensure the code quality, method of integration and performance of the developed code piece.
13. Take advice from the senior folks to get a confirmation on the implementation method before starting development
14. Do necessary communication with the architect team to get clarity in architecture or any other guidelines
15. Check the Code Coverage, Sonar Report, Sentry report, and Security reports regularly and take necessary actions
16. Acceptance criteria can be added in between based on new scenarios so should have a good handshake with the QA team regarding testing scenarios, specifically giving direction on testing scenarios to ensure the functionality works as per the requirement.
17. Make a good handshake with the other development team or stakeholders to understand the dependency.
18. Make a contract with the backend team to ensure the API/ Service / Function request and response parameter for a seamless development process and reduce the rework.
19. Update the technical documents properly

Project Closure Review

1. Contribute and self-review the Technical Document and ensure all the points are covered
2. Ensure the Tech-debts and known issues are recorded in the technical document.

Ecommerce Technology Consultant

ROLE TASKS

Scope

Ecommerce Technology Consultant is a mid-level position in the Emvigo Technical Development Team, who would be responsible for the timely and quality development of the project and its delivery. Technology Consultant is expected to follow the best coding practices and help Juniors folks to understand best practices. Never compromise on the quality of coding and always ensure the security and performance aspects of the deliverables. Technical Consultants should take responsibility for handling the development of a module or components of the project and support the team lead to manage technical activities.

BUSINESS OUTCOME

Development

1. Clearly understand the user requirements and stories.
2. Create an understanding of the approach you are going to take for the stories.
3. If multiple team members are involved, document the interaction interface like API structure or DB structure, etc.
4. Take responsibility to handle the development of a module or component or third party and complete the implementation as per the business requirements.
5. You should have a deep understanding of software development concepts, including software architecture, design patterns, system interfaces, and data modeling.
6. Designing Complex Systems: You should be able to design and develop complex software systems, write high-quality code, and solve technical problems efficiently.
7. You will be responsible for supporting the development team in all aspects of the development, testing, and implementation of business requirements, working closely with the team to support the timely delivery
8. Help Team members to complete their development activities, especially junior folks.
9. Understand the best practices (branches, code structure, approach)
10. Write Good Quality code by covering all different scenarios
11. Unit Test the features before handing over to QA with coverage of more than 90%
12. Any bugs, take up with priority and close the issue without being reopened.
13. Look for the best solution rather than the easiest solution.

14. A Good Business understanding of the application and domain.
15. Writing, maintaining, and debugging code based on business requirements and identifying potential gaps in the application/system
16. Troubleshooting Major bugs and fixing them appropriately
17. Give suggestions and ideas to Technology Leads to take decisions on design and technical implementation aspects
18. Actively Help and support the Quality Testing team to ensure the quality of the application/system. Make good a handshake with respect to test cases and unit test scenarios
19. Do requirement feasibility checks and R&D activities as per the need of project requirements
20. Responsible for documenting pieces of knowledge and technical implementations
21. Participating in the peer-review process of solution designs, implementation, and related code.
22. Attention to Detail: You should be able to pay close attention to details, ensuring that software solutions meet performance, scalability, and availability requirements.
23. You should be able to write and maintain automated tests, perform code reviews, and implement best practices for security and data protection.
24. Initiative: You should be proactive and take the initiative to solve problems and develop new solutions. You should be able to work independently as well as part of a team.

Delivery

1. Participate in Sprint Planning / Support Ticket
2. Estimate the effort by understanding the tasks involved
3. Achieve the goals planned for the Sprint or Release or Support Ticket agreed timelines.
4. Participate in retrospectives and provide suggestions and improvements.
5. Responsible for technical documentation
6. Providing third-level support to business users as part of SLA
7. Take responsibility for the task assigned, do all the necessary follow-ups and report without a nudge
8. Participate in and support release activities.
9. Adhering to high-quality development principles while delivering solutions on time and on budget.
10. Ability to pick up challenges and execute them within agreed timelines
11. Do documentation to avoid your dependencies in the project and publish it to everyone
12. Optimizing Performance and Scalability: You will be responsible for optimizing software performance and scalability, identifying bottlenecks and areas for improvement, and implementing solutions to increase system efficiency and speed.
13. You will be expected to have a deep understanding of the underlying technology stack and to be able to optimize the system accordingly.
14. Ensuring Quality and Security: You will be responsible for ensuring the quality and security of software applications.

Process Adherence

1. Risk Management - Proactively raises risks upfront and suggests solutions or alternative approaches to prevent them.

2. Follow the best practices and code review activities and ensure the quality of writer code in terms of performance, security, and availability.
3. Learn from your failure and improve your quality and accuracy
4. Make sure your code is self-reviewed and covered by manual testing from your end
5. Do not compromise on code quality, best practices, and performance of the application/system
6. Take and follow the feedback from senior folks to improve your quality approach and knowledge
7. Adhere to all the technical and non-technical processes and suggest pros and cons for improvement
8. Proactively inform the leaves and availability to the line manager and it should be planned well and applied upfront in HRone. Inform the same PM if you are in an emergency situation
9. Maintains 40 Hrs and clocks the efforts to the Time Management tool accurately and on time.
10. Participate in sprint planning and estimation process and improve the accuracy of your estimation as you grow

Communication & Relationship

1. Good verbal communication with all the stockholders precisely without any ambiguity
2. Good non-verbal skills- email communication (external/internal) and ensures clarity when communicating to external clients/internal team.
3. Regularly attend the scrum calls (Internal or external) and attend the Sprint Refinement, Sprint Planning, Sprint Demo and Sprint Retrospective based on necessity
4. Learn new technologies, and skills and improve your knowledge
5. Make a good rapport with the clients and report the updates
6. Communicate with team members and line managers with absolute clarity.
7. Ensure clarity on the business requirements to reduce friction after implementation
8. Do follow-up and report to the line manager with updates regularly.
9. Mentoring Junior Engineers: You will be responsible for mentoring junior engineers, providing guidance and feedback on their work, and helping them to grow and develop their skills.
10. You will be expected to share your knowledge and expertise with the team and to help others learn and improve.

Learning & Development

1. Learning Ability: You should be a fast learner, able to adapt to new technologies, programming languages, and development tools.
2. You should be able to keep up-to-date with industry trends and best practices.
3. Actively improve your coding and designing skills using new technologies
4. Expand your skill and knowledge to different technologies and full-stack skill sets
5. Recommend taking certification in current or new skills to accelerate your career growth.

Culture

1. Actively participate in organization activities
2. Help other team members to achieve their goals or in tough situations

Extra Mile

1. Participate in the blueprints development process and suggest concepts.

2. Good Knowledge of the other eCommerce frameworks(Magento, Shopify, WooCommerce, BigCommerce). Ie if he/she is a Magneto developer then he/she should know one among the other from the list.
3. Supporting and Handling the tough situation throughout when an event arises.
4. Most Importantly, share your knowledge with others to improve their knowledge. Conduct sessions for sharing knowledge

Competency Level

Star 1	The resource who knows the **Basic Knowledge** about the technologies or other skills
Star 2	The resource who knows the **Basic Knowledge** about the technologies or other skills. Who can write/execute the implementation with the help of a senior person
Star 3	The resource who knows the **Good Knowledge** about the technologies or other skills? Who can write/execute the implementation without the help of others
Star 4	The resource who knows **Thorough Knowledge** about the technologies or other skills? Who can write/execute the implementation using best coding practices? Who can help others to write/execute code, and review/suggest the implementation methods and practices
Star 5	The resource who knows **Thorough Knowledge** about the technologies or other skills? Who can write/execute the implementation using best coding practices. Who can help others to write/execute code, review/suggest the implementation methods and practices. Who can define the best practices and approaches to guide the team members. Who should have a good knowledge in security and performance aspects.

LEVEL – 1 COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	- Effective Communication (3) - Good persuasive verbal communication and written skills in English - Ability to form a good rapport with managers, and colleagues as part of trust-building - You should be able to communicate complex technical concepts to technical and non-technical stakeholders in a clear and concise manner. - Collaboration (3)

	○ Leverage our collective genius, be a team
	○ You should be able to work effectively with other team members, stakeholders, and clients to ensure that software solutions are delivered effectively and efficiently.
	○ Involve in team work and share your suggestions and ideas
	● Listening Skills (3)
	   ○ Be a good listener and understand the requirement clearly
	   ○ Listen things and get accurate understanding about the points
	● Problem Solving Skill (3)
	   ○ You should have good problem-solving skills to help identify and resolve technical issues.
	   ○ Identify technical problems, develop solutions, and make data-driven decisions to ensure that technical solutions meet business requirements.
	   ○ You should be able to analyze complex problems and develop solutions to address them.
	   ○ Try to share your finding effectively with others
	● Quality Management Skill (4)
	   ○ Ensure what we do, we do well and follow the best practices
	   ○ Ensure that we never compromise the quality of any deliverables
	● Time Management (4)
	   ○ Time estimation and accuracy will be an important factor
	   ○ You should be able to manage your time effectively to balance multiple priorities and meet deadlines.
	   ○ Delegate parallel executions wisely based on requirement if needed.
	   ○ Take necessary actions without wasting time.
	   ○ Ability to prioritize and manage time
	● Leadership (3)
	   ○ Do what is right, even if it is tough
	   ○ You should have the ability to mentor junior developers, and drive technical excellence.
	   ○ You should be able to provide technical guidance to other team members and ensure that technical best practices are followed.
	   ○ Data Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone
	● Risk Management (3)
	   ○ Effectively manage the risks associated with functional defects, security, and compliance.
	   ○ Manage critical or production related issues
	   ○ Manage a plan to prevent or overcome the common issues
	● Adaptability (4)
	   ○ You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.
	   ○ You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs.
	●

Knowledge (Proficiency)	● Programming Knowledge (4) ○ Good understanding of programming concepts

- ○ Good understanding of relational database design and querying concepts
- ○ Writing algorithm for complex functionalities
- ○ Good Knowledge and familiarity with version control concepts
- ○ Good Knowledge of Mobile, Web, Cloud, Database and API Development
- ○ Good Knowledge of Analytic Tool, BI Dashboards & Reporting Good Knowledge of Client & Server Methodology & Communication
- ○ Good Knowledge about Type Notifications like Email, SMS, Push Notification
- ○ Good Knowledge about Authentication, Authorization, Roles and Permissions
- ○ Good Knowledge of Authentication, Authorization, Roles, and Permissions
- ○ Good Knowledge of E-commerce platforms (Magneto, Shopify, WooCommerce, etc)
- ○ Good Knowledge of Unit Testing - Manual / Auto
- ○ Good Knowledge about the type of Testing
- ○ Good Knowledge of Code Quality Concepts
- ○ Good Knowledge of third-party integrations for payment and shipment gateways.
- ○ Good Knowledge of Themes, templates, API, extensions, plugins, and Apps.
- ○ Good Knowledge of Storage and Caching
- ○ Good Knowledge of Security, Code Quality, and Common Practices
- ○ Good Knowledge of Server & Client Security Aspects, API
- ○ Good Knowledge of Kubernetes, Docker, and Source Code Management
- ○ Hands-on experience with coding and design skills
- ● Documentation (4)
  - ○ Technical documentation should be maintained in every development and R&D activity
    - ■ Technical Document of Overall Project
    - ■ Third-party Integration Specific Document
    - ■ R&D Specific Document
    - ■ Tech Debt
    - ■ Other supporting Documents and Reports
  - ○ Record the contents with good clarity
  - ○ Document the third-party or core integration with details in absolute clarity
- ● Preferred Basic Knowledge (3)

	○ Good knowledge in SDLC Life cycle, Good Programming Concepts, Agile or Scrum Knowledge, Design Patterns, Solid principle etc.
	○ Good knowledge about quality standards, legislation, and best practices
	○ Good theoretical knowledge in Microservice, Distributed, and Serverless Architecture
	○ Good Knowledge of Containerization & Scaling aspects
	○ Good Knowledge of CI/CD Knowledge
	○ Good Knowledge of Architecture Pattern Basics
	○ Good Knowledge of Relational and Non-Relational Database
	○ Agile development methodologies Knowledge
	● Third-party Integration (2)
	   ○ A good view of the latest technologies and 3rd party products that have been used.
	   ○ Saas Platform Integration and basic business knowledges
	● Production Issue Management (5)
	   ○ Ability to identify the cause of the issue
	   ○ Fix it as per the best practice followed
	   ○ Manage the pressure of critical fixes and releases
	● Security and Performance (3)
	   ○ Good Knowledge in Security and Performance Aspects
	   ○ Check and ensure it responsibility
	
	Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.

Self-Image (Perspective)	● Confident and Passionate
	   ○ Urge in facing challenges and making solution would be a great sign of confidence
	● Empathetic and a people person
	● Ability to Adapt things
	● Transparency
	   ○ Be transparent and real
	● Accountability
	   ○ Take responsibility in your given assignments till the closure of the task.
	● Passion
	   ○ Show commitment in heart and mind
	   ○ Always motivated and enthusiastic
	● Advocacy

	○ Earn trust of everyone
Traits (Perspective)	● Positive Attitude ● Accept Failures and Take Lessons ● Empathic ● Willingness to learn and adapt ● Honest ● Servant Leader ● Approachable and Friendly
Motives (Perspective)	● Thrive for constant improvement. ● Finds satisfaction in taking up challenges and executing them ● Passionate about growth ○

LEVEL – 1 PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%
Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do a self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	15%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross-section of your direct team, your manager, your peers and dotted-lined employees to get feedback. This would be part of the appraisal life cycle.	15%

LEVEL – 1 GOALS BUSINESS OUTCOME

Category	Weightage - 100	Weightage - 70	Details
Development	20%	14%	Individual Detailed KPIs would be derived from the role sheet
Delivery	20%	14%	
Communication & Relationship	20%	14%	
Process Adherence	20%	14%	
Extra Mile	20%	14%	

LEVEL – 2 COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)

Skills (Proficiency)	● Effective Communication (3)
	  ○ Good persuasive verbal communication and written skills in English
	  ○ Ability to form a good rapport with managers, and colleagues as part of trust-building
	  ○ You should be able to communicate complex technical concepts to technical and non-technical stakeholders in a clear and concise manner.
	● Collaboration (3)
	  ○ Leverage our collective genius, be a team
	  ○ You should be able to work effectively with other team members, stakeholders, and clients to ensure that software solutions are delivered effectively and efficiently.
	  ○ Involve in team work and share your suggestions and ideas
	● Listening Skills (3)
	  ○ Be a good listener and understand the requirement clearly
	  ○ Listen things and get accurate understanding about the points
	● Problem Solving Skill (3)

	○ You should have good problem-solving skills to help identify and resolve technical issues.
	○ Identify technical problems, develop solutions, and make data-driven decisions to ensure that technical solutions meet business requirements.
	○ You should be able to analyze complex problems and develop solutions to address them.
	○ Try to share your finding effectively with others
	● Quality Management Skill (4)
	   ○ Ensure what we do, we do well and follow the best practices
	   ○ Ensure that we never compromise the quality of any deliverables
	● Time Management (4)
	   ○ Time estimation and accuracy will be an important factor
	   ○ You should be able to manage your time effectively to balance multiple priorities and meet deadlines.
	   ○ Delegate parallel executions wisely based on requirement if needed.
	   ○ Take necessary actions without wasting time.
	   ○ Ability to prioritize and manage time
	● Leadership (3)
	   ○ Do what is right, even if it is tough
	   ○ You should have the ability to mentor junior developers, and drive technical excellence.
	   ○ You should be able to provide technical guidance to other team members and ensure that technical best practices are followed.
	   ○ Data Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone
	● Risk Management (3)
	   ○ Effectively manage the risks associated with functional defects, security, and compliance.
	   ○ Manage critical or production related issues
	   ○ Manage a plan to prevent or overcome the common issues
	● Adaptability (4)
	   ○ You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.
	   ○ You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs.

Knowledge (Proficiency)	● Programming Knowledge (4)
	   ○ Good understanding of programming concepts
	   ○ Good understanding of relational database design and querying concepts
	   ○ Writing algorithm for complex functionalities
	   ○ Good Knowledge and familiarity with version control concepts
	   ○ Good Knowledge of Mobile, Web, Cloud, Database and API Development
	   ○ Good Knowledge of Analytic Tool, BI Dashboards & Reporting Good Knowledge of Client & Server Methodology & Communication

	○ Good Knowledge about Type Notifications like Email, SMS, Push Notification ○ Good Knowledge about Authentication, Authorization, Roles and Permissions ○ Good Knowledge of Authentication, Authorization, Roles, and Permissions ○ Good Knowledge of E-commerce platforms (Magneto, Shopify, WooCommerce, etc) ○ Good Knowledge of Unit Testing - Manual / Auto ○ Good Knowledge about the type of Testing ○ Good Knowledge of Code Quality Concepts ○ Good Knowledge of third-party integrations for payment and shipment gateways. ○ Good Knowledge of Themes, templates, API, extensions, plugins, and Apps. ○ Good Knowledge of Storage and Caching ○ Good Knowledge of Security, Code Quality, and Common Practices ○ Good Knowledge of Server & Client Security Aspects, API ○ Good Knowledge of Kubernetes, Docker, and Source Code Management ○ Hands-on experience with coding and design skills ● Documentation (4) ○ Technical documentation should be maintained in every development and R&D activity ■ Technical Document of Overall Project ■ Third-party Integration Specific Document ■ R&D Specific Document ■ Tech Debt ■ Other supporting Documents and Reports ○ Record the contents with good clarity ○ Document the third-party or core integration with details in absolute clarity ● Preferred Basic Knowledge (3) ○ Good knowledge in SDLC Life cycle, Good Programming Concepts, Agile or Scrum Knowledge, Design Patterns, Solid principle etc. ○ Good knowledge about quality standards, legislation, and best practices ○ Good theoretical knowledge in Microservice, Distributed, and Serverless Architecture ○ Good Knowledge of Containerization & Scaling aspects ○ Good Knowledge of CI/CD Knowledge ○ Good Knowledge of Architecture Pattern Basics

	○ Good Knowledge of Relational and Non-Relational Database
	○ Agile development methodologies Knowledge
	● Third-party Integration (2)
	    ○ A good view of the latest technologies and 3rd party products that have been used.
	    ○ Saas Platform Integration and basic business knowledges
	● Production Issue Management (5)
	    ○ Ability to identify the cause of the issue
	    ○ Fix it as per the best practice followed
	    ○ Manage the pressure of critical fixes and releases
	● Security and Performance (4)
	    ○ Good Knowledge in Security and Performance Aspects
	    ○ Check and ensure it responsibility
	    ○
	
	Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.

Self-Image (Perspective)	● Confident and Passionate
	    ○ Urge in facing challenges and making solution would be a great sign of confidence
	● Empathetic and a people person
	● Ability to Adapt things
	● Transparency
	    ○ Be transparent and real
	● Accountability
	    ○ Take responsibility in your given assignments till the closure of the task.
	● Passion
	    ○ Show commitment in heart and mind
	    ○ Always motivated and enthusiastic
	● Advocacy
	    ○ Earn trust of everyone

Traits (Perspective)	● Positive Attitude ● Accept Failures and Take Lessons ● Empathic ● Willingness to learn and adapt ● Honest ● Servant Leader ● Approachable and Friendly
Motives (Perspective)	● Thrive for constant improvement. ● Finds satisfaction in taking up challenges and executing them ● Passionate about growth

	○

LEVEL – 2 PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%
Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	15%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross section of your direct team, your manager, your peers and dotted lined employees to get feedback. This would be part of the appraisal life cycle.	15%

LEVEL – 2 GOALS BUSINESS OUTCOME

Category	Weightage - 100	Weightage - 70	Details
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Delivery	20%	14%	
Communication & Relationship	20%	14%	
Process Adherence	20%	14%	
Extra Mile	20%	14%	

LEVEL – 3 COMPETENCY REQUIRED

Iceberg Elements	Competency Attributes List (Weightage)

Skills (Proficiency)	● Effective Communication (4)
	   ○ Good persuasive verbal communication and written skills in English
	   ○ Ability to form a good rapport with managers, and colleagues as part of trust-building
	   ○ You should be able to communicate complex technical concepts to technical and non-technical stakeholders in a clear and concise manner.
	● Collaboration (4)
	   ○ Leverage our collective genius, be a team

	○ You should be able to work effectively with other team members, stakeholders, and clients to ensure that software solutions are delivered effectively and efficiently.
	○ Involve in team work and share your suggestions and ideas
	● Listening Skills (4)
	   ○ Be a good listener and understand the requirement clearly
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	   ○ Identify technical problems, develop solutions, and make data-driven decisions to ensure that technical solutions meet business requirements.
	   ○ You should be able to analyze complex problems and develop solutions to address them.
	   ○ Try to share your finding effectively with others
	● Quality Management Skill (5)
	   ○ Ensure what we do, we do well and follow the best practices
	   ○ Ensure that we never compromise the quality of any deliverables
	● Time Management (5)
	   ○ Time estimation and accuracy will be an important factor
	   ○ You should be able to manage your time effectively to balance multiple priorities and meet deadlines.
	   ○ Delegate parallel executions wisely based on requirement if needed.
	   ○ Take necessary actions without wasting time.
	   ○ Ability to prioritize and manage time
	● Leadership (3)
	   ○ Do what is right, even if it is tough
	   ○ You should have the ability to mentor junior developers, and drive technical excellence.
	   ○ You should be able to provide technical guidance to other team members and ensure that technical best practices are followed.
	   ○ Data Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone
	● Risk Management (4)
	   ○ Effectively manage the risks associated with functional defects, security, and compliance.
	   ○ Manage critical or production related issues
	   ○ Manage a plan to prevent or overcome the common issues
	● Adaptability (4)
	   ○ You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.
	   ○ You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs.
	●

Knowledge (Proficiency)	● Programming Knowledge (5) ○ Good understanding of programming concepts

	○ Good understanding of relational database design and querying concepts ○ Writing algorithm for complex functionalities ○ Good Knowledge and familiarity with version control concepts ○ Good Knowledge of Mobile, Web, Cloud, Database and API Development ○ Good Knowledge of Analytic Tool, BI Dashboards & Reporting Good Knowledge of Client & Server Methodology & Communication ○ Good Knowledge about Type Notifications like Email, SMS, Push Notification ○ Good Knowledge about Authentication, Authorization, Roles and Permissions ○ Good Knowledge of Authentication, Authorization, Roles, and Permissions ○ Good Knowledge of E-commerce platforms (Magneto, Shopify, WooCommerce, etc) ○ Good Knowledge of Unit Testing - Manual / Auto ○ Good Knowledge about the type of Testing ○ Good Knowledge of Code Quality Concepts ○ Good Knowledge of third-party integrations for payment and shipment gateways. ○ Good Knowledge of Themes, templates, API, extensions, plugins, and Apps. ○ Good Knowledge of Storage and Caching ○ Good Knowledge of Security, Code Quality, and Common Practices ○ Good Knowledge of Server & Client Security Aspects, API ○ Good Knowledge of Kubernetes, Docker, and Source Code Management ○ Hands-on experience with coding and design skills ● Documentation (4) ○ Technical documentation should be maintained in every development and R&D activity ■ Technical Document of Overall Project ■ Third-party Integration Specific Document ■ R&D Specific Document ■ Tech Debt ■ Other supporting Documents and Reports ○ Record the contents with good clarity ○ Document the third-party or core integration with details in absolute clarity ● Preferred Basic Knowledge (4)

	○ Good knowledge in SDLC Life cycle, Good Programming Concepts, Agile or Scrum Knowledge, Design Patterns, Solid principle etc.
	○ Good knowledge about quality standards, legislation, and best practices
	○ Good theoretical knowledge in Microservice, Distributed, and Serverless Architecture
	○ Good Knowledge of Containerization & Scaling aspects
	○ Good Knowledge of CI/CD Knowledge
	○ Good Knowledge of Architecture Pattern Basics
	○ Good Knowledge of Relational and Non-Relational Database
	○ Agile development methodologies Knowledge
	● Third-party Integration (2)
	    ○ A good view of the latest technologies and 3rd party products that have been used.
	    ○ Saas Platform Integration and basic business knowledges
	● Production Issue Management (5)
	    ○ Ability to identify the cause of the issue
	    ○ Fix it as per the best practice followed
	    ○ Manage the pressure of critical fixes and releases
	● Security and Performance (4)
	    ○ Good Knowledge in Security and Performance Aspects
	    ○ Check and ensure it responsibility
	Note: Skillbase will be the goal source for the Skill Measurement. Refer to the skills and their competency in Skillbase. The given competency might differ in Skillbase based on the role defined.

Self-Image (Perspective)	● Confident and Passionate
	    ○ Urge in facing challenges and making solution would be a great sign of confidence
	● Empathetic and a people person
	● Ability to Adapt things
	● Transparency
	    ○ Be transparent and real
	● Accountability
	    ○ Take responsibility in your given assignments till the closure of the task.
	● Passion
	    ○ Show commitment in heart and mind
	    ○ Always motivated and enthusiastic
	● Advocacy
	    ○ Earn trust of everyone

Traits (Perspective)	● Positive Attitude ● Accept Failures and Take Lessons ● Empathic ● Willingness to learn and adapt

	● Honest ● Servant Leader ● Approachable and Friendly
Motives (Perspective)	● Thrive for constant improvement. ● Finds satisfaction in taking up challenges and executing them ● Passionate about growth ○

LEVEL – 3 PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in detail.	70%
Proficiency	Showcase growth in Knowledge and skills This will be done in the Skills-Base Tool. You would do self-assessment and for the given role we will have a desired level of competency against each skill and knowledge.	15%
Perspective	Your Attitude and Traits are assessed by 360 Degree Feedback. We'll take a cross section of your direct team, your manager, your peers and dotted lined employees to get feedback. This would be part of the appraisal life cycle.	15%

LEVEL – 3 GOALS BUSINESS OUTCOME

Category	Weightage - 100	Weightage - 70	Details
Development	20%	14%	Individual Detailed KPIs would be derived from the role sheet
Delivery	20%	14%	
Communication & Relationship	20%	14%	
Process Adherence	20%	14%	
Extra Mile	20%	14%	

Next Steps

If you are reading this for the first time, we recommend you take a Self-Assessment to understand where you stand according to this expectation by talking to your HR SPOC.

PERFORMANCE REVIEW

Category	Tool	Responsible	Details
Business Outcome	HRONE	Goals would be divided to multiple people for Review e.g. Technical Leads would look at Technical Feedback.	Self-Evaluation from Sep 1 to Sep 15 Mar 1 to Mar 15 Review Session would be scheduled by HR SPOC/Manager. Meeting will include 1. Reporting Manager (Mandatory) 2. HR Manager (Optional) 3. Technical Lead (Mandatory)

			All concerned reviewers should have the ratings done and ready before the meeting.
			We assess together as to why these ratings come to a consensus.
			30 Meeting.
Proficiency	Skills Base	Technical Lead	Self-Assessment from Sep 1 to Sep 15
			Mar 1 to Mar 15
			Rating Directly taken from the Skills-base
Perspective	Survey Sparrow	Peers, Managers	This would be conducted from
			Sep 1 to Sep 15
			Mar 1 to Mar 15
			Rating Directly taken from the 360-degree tool.