

# E-commerce Technology Lead— Roles & Responsibilities

## **Envigo**

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Envigo Technologies

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# Document Version & History

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# 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 Lead

Ecommerce Technology Lead is a senior-level position in Emvigo Technical Development Team, who would be responsible to manage the technical activities within the team and responsible to deliver timely and quality output in project deliverables. Technology Lead is expected to follow the best coding practices and monitor the development team to ensure that all are following the best practices, and processes as per Emvigo guidelines. Encourage team members to maintain the quality of code, security, and performance aspects of the deliverable. The technology lead should be responsible to support the Project manager to make an understanding of technical aspects.

## Checklist to ensure the responsibility of development stages

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

### 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 Envigo 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 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 to 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
20. Share the Common Stories checklist and release checklist status with Architect Team for review
21. The tech debt of the project should be recorded and shared with all the stakeholders and it should be included in backlog
22. Third-Party integration steps and documentation should make available
23. Design changes should be recorded and shared with the architect team

## **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 Lead

## ROLE TASKS

### Scope

Ecommerce Technology Lead is a senior-level position in Emvigo Technical Development Team, who would be responsible to manage the technical activities within the team and responsible to deliver timely and quality output in project deliverables. Technology Lead is expected to follow the best coding practices and monitor the development team to ensure that all are following the best practices, and processes as per Emvigo guidelines. Encourage team members to maintain the quality of code, security, and performance aspects of the deliverable. The technology lead should be responsible to support the Project manager to make an understanding of technical aspects.

## 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. Technical Expertise: You should have a strong technical background, including experience in software development, software architecture, design pattern, and data modeling.
4. You should be able to provide technical guidance to team members and ensure that technical best practices are followed.
5. Critical requirement's validation metrics should be recorded separately and ensure that the data validation is covered under logical layer and covered unit test.

6. Critical requirements related related system logs should be recorded and monitoring script should be in place
7. If multiple team members are involved, document the interaction interface like API structure or DB structure etc.
8. Project Management Skills: You should have project management skills to manage technical projects, including setting timelines, monitoring progress, and ensuring that project goals are met.
9. Take responsibility to handle the development of a module or component or third party and complete the implementation as per the business requirements.
10. Ensure that the development and delivery are compliant with regulatory standards.
11. You will be responsible for supporting development team in all aspects of the development, testing and implementation of business requirements, work closely with the team to support the timely delivery
12. Help Team members to complete their development activities, especially junior folks.
13. Understand the best practices (braches, code structure, approach)
14. Write Good Quality code by covering all different scenarios
15. Unit Test the features before handing over to QA with coverage more than 90%
16. Any bugs, take up with priority and close the issue without being reopened.
17. Look for the best solution rather than the easiest solution.
18. A Good Business understanding of the application and domain.
19. Writing, maintaining and debugging code based on business requirement and identify potential gaps in the application/system
20. Designing Complex Systems: You will be responsible for designing complex software systems, including high-level architecture, low-level design, and technical specifications.
21. You will be expected to make decisions about the appropriate technology stack, data structures, algorithms, and other technical details to ensure that the system meets the required functionality, scalability, and maintainability requirements.
22. Leading a Team: You will be responsible for leading a team of software engineers, ensuring that they are aligned with the company's goals and objectives, and providing them with guidance and support to meet their targets.
23. You will be responsible for assigning tasks, managing schedules, and ensuring that team members are working collaboratively towards a common goal.
24. Troubleshooting Major bugs and fix it appropriately
25. Give suggestions and idea to Technology Leads to take decisions on design and technical implementation aspects
26. Actively Help and support the Quality Testing team to ensure the quality of the application / system. Make good a handshake with respect of test cases and unit test scenarios
27. Do requirement feasibility checks and R&D activities as per the need of project requirements
28. Responsible in documenting knowledges and technical implementations
29. Participating in peer-reviews process of solution designs, implementation and related code.
30. Raise risks upfront and manage the challenges wisely.

## Delivery

1. Participate Sprint Planning / Support Ticket
2. Estimate the effort by understanding the tasks involved and review it

3. Ensuring Quality: You will be responsible for ensuring the quality of software applications developed by the team, including writing and maintaining automated tests, performing code reviews, and implementing best practices for security and data protection.
4. Achieve the goals planned for the Sprint or Release or Support Ticket agreed timelines.
5. Participate in retrospective and provide suggestions and improvements.
6. Responsible for technical documentation
7. Providing third-level support to business users as part of SLA
8. Take responsibility in task which assigned, does all the necessary follow ups and reporting without a nudge
9. Participate and support release activities.
10. Manage stakeholders and ensure that they are aware about all the activities and decisions taken throughout the delivery process.
11. Adhering to high-quality development principles while delivering solutions on-time and on-budget.
12. Ability to pick up challenges and execute them within agreed timelines
13. Do documentation for to avoid your dependencies in project and publish it to everyone
14. Identify the area for improvement and implement the necessary changes to deliver more efficiently

## Leadership & Coaching

1. Tls will be the privileged person to manage the technical aspects of the project from a development team.
2. Tls will be responsible to manage all the technical Requests from the Team and clients.
3. Tls will act as the support person for PMO to make understanding on technical aspects.
4. Tls are responsible for managing the team to execute the sprint task.
5. Tls are responsible for setting goals to the development team members and should be monitored
6. Tls should have idea about the project requirements and technologies proposed by architect team
7. Tls should be involved in the sprint refinement and planning sessions to make absolute clarity about the sprint stories.
8. Tls should ensure all the requirements are clear for team members technically.
9. Tls should ensure that all are Adhere with tech-stack and architecture while in the development stage.
10. Tls will be the first person to see the technical issues/ challenges/ blockers from the team members. if it is not possible to resolve yourself then escalate to Technical Architects and then Solution Architects and then CTO (if it is an absolute need).
11. Technical decisions should be discussed with technical architects before implementing the same and recorded. Also request a Technical Architect or Solution architect to update the Architecture Diagram or Flows if necessary.
12. Ensure the third-party implementation methods with Technical Architects before implementing
13. Get reviewed the Data structure and architecture changes from Technical Architect / Solution Architects
14. The Feature code should be reviewed from Tls end before merge and ensure that we are following the best practices and code quality
15. Educate your team members regarding the best practice and process based on the technologies/languages. Keep an eye on security/performance/quality of application and deliverables. These are the super important factors of each project.
16. Technology lead should ensure that all the team members are working to achieve the same goal.
17. Common stories should be considered in each sprint and this should be ensured before each release.

18. Technical and Functional documents should be up to date. Team members should submit their input every sprint end or at least release end. TLs can review it properly.
19. It would be super important to attend the Sprint Refinement, Planning, Standups, TLs Stand Up, Client Calls and raise your concerns, feedback and comments straight to stakeholders.
20. Proactively bring attention to the PMO or Technical Architect or Solution architect in respective issues/ challenges/ blockers.
21. Plan your 50% time and effort to manage your responsibility and rest 50% for development.
22. Keep and update the tech-stack changes, third-party lists in the "Project Overview" sheet. Also keep the credentials of environments, third-parties inside the project folder.
23. Mentor the team and give guidance to them to learn and be self sufficient.
24. Effectively communicate to customers on the technology decisions and how it impacts the business side.
25. TLs always ensure the below four parameters in every review or technical activity monitoring aspects
  - a. Fulfill the Business Requirement
  - b. Code Quality
  - c. Security
  - d. Performance

## Process Adherence

1. Proactively raises risks upfront and suggests solutions or alternative approaches to prevent it.
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 self-reviewed and covered manual testing from your end
5. Do not compromise in 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 with all the technical and non-technical process and suggest pros and cons to improve it
8. Proactively inform the leaves and availability with the line manager and it should be planned well and applied upfront in HRone. Inform the same to PM if you are in emergency situation
9. Maintains 40 Hrs and clock the efforts to 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. Facilitating Communication: You will be responsible for facilitating technical communications within the team and between the team and other stakeholders precisely without any ambiguity
2. You will be expected to provide regular updates on project progress, communicate changes in scope or timeline, and ensure that team members are aware of their roles and responsibilities.
3. Good verbal communication with all the stockholders
4. Good non-verbal skills- email communication (external/internal) and ensures clarity when communicating to external clients/internal team.
5. You will be expected to provide regular feedback, identify areas for improvement, and develop training programs to help team members achieve their goals.

6. Regularly attend the scrum calls (Internal or external) and attend the Sprint Refinement, Sprint Planning, Sprint Demo and Sprint Retrospective based on necessity
7. Learn new technologies, skills and improve your knowledge
8. Make a good rapport with the clients and report the updates
9. Communicate with team members and line managers with absolute clarity. Share the knowledge with your team members and other colleges.
10. Ensure clarity on business requirement to reduce the friction after implementation
11. Do follow up and report the line manager with updates regularly.

## Learning & Development

1. Actively improve your coding and designing skill using new technologies
2. Should be capable to learn new technologies and adaptable
3. Expand your skill and knowledge to different technologies and full-stack skill set
4. Recommend to take 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 blueprints development process and suggesting concepts
2. Supporting and Handling throughout the tough situation when an event arises outside your project.
3. Most Importantly, share your knowledge with others to improve their knowledge.

## Competency Level

|        |   |
|--------|---|
| Star 1 | The resource who knows the <b>Basic Knowledge</b> about the technologies or other skills  |
| Star 2 | The resource who knows the <b>Basic Knowledge</b> 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 <b>Good Knowledge</b> about the technologies or other skills? Who can write/execute the implementation without the help of others  |
| Star 4 | The resource who knows <b>Thorough Knowledge</b> about the technologies or other skills?<br>Who can write/execute the implementation using best coding practices?<br>Who can help others to write/execute code, and review/suggest the implementation methods and practices |

|        |  |
|--------|--|
| Star 5 | <p>The resource who knows <b>Thorough Knowledge</b> about the technologies or other skills?</p> <p>Who can write/execute the implementation using best coding practices?</p> <p>Who can help others to write/execute code, and review/suggest the implementation methods and practices?</p> <p>Who can define the best practices and approaches to guide the team members?</p> <p>Who should have a piece of good knowledge of security and performance aspects?</p> |
|--------|--|

## LEVEL – 1 COMPETENCY REQUIRED

| Iceberg Elements     | Competency Attributes List (Weightage)   |
|----------------------|--|
| Skills (Proficiency) | <ul style="list-style-type: none"> <li>● Effective Communication (4)               <ul style="list-style-type: none"> <li>○ Excellent persuasive verbal communication and written skills in English</li> <li>○ You should have excellent communication skills to effectively communicate complex technical concepts to technical and non-technical stakeholders and clients, including presenting technical information in a clear and concise manner.</li> <li>○ Ability to form a good rapport with clients, managers, and colleagues as part of trust-building</li> </ul> </li> <li>● Collaboration (5)               <ul style="list-style-type: none"> <li>○ Leverage our collective genius, be a team</li> <li>○ You should be able to work collaboratively with other teams and departments to ensure that software solutions meet business requirements and are delivered on time and on budget.</li> <li>○ Share your knowledge within the team and external to communicate better</li> <li>○ Involve in team work and share your suggestions and ideas</li> </ul> </li> <li>● Listening Skills (5)               <ul style="list-style-type: none"> <li>○ Be an excellent listener and understand the requirement clearly</li> <li>○ Listen things and get accurate understanding about the points</li> </ul> </li> <li>● Problem Solving Skill (4)               <ul style="list-style-type: none"> <li>○ Expecting a good problem-solving skill</li> <li>○ Try to share your finding effectively with others</li> </ul> </li> <li>● Quality Management Skill (5)               <ul style="list-style-type: none"> <li>○ Ensure what we do, we do well and follow the best practices</li> <li>○ Ensure that we never compromise the quality of any deliverables</li> </ul> </li> <li>● Time Management (5)               <ul style="list-style-type: none"> <li>○ Time estimation and accuracy will be an important factor</li> <li>○ Ability to prioritize and manage time, Manage multiple priorities and meet deadlines.</li> <li>○ Finish your assignments on-time and be ready for agreed time</li> <li>○ Delegate parallel executions wisely based on requirement if needed.</li> <li>○ Take necessary actions without wasting time.</li> </ul> </li> <li>● Leadership (5)               <ul style="list-style-type: none"> <li>○ Do what is right, even if it is tough</li> <li>○ You should have strong leadership skills to lead and manage a team of developers, including setting goals, assigning tasks, and providing feedback to team members.</li> <li>○ Data Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone</li> <li>○ You should have the ability to mentor technical team members, and drive technical excellence.</li> </ul> </li> </ul> |

|                                    |  |
|------------------------------------|--|
|                                    | <ul style="list-style-type: none"> <li>○ You should be able to provide technical guidance to other team members and ensure that technical best practices are followed.</li> <li>● Risk Management (4) <ul style="list-style-type: none"> <li>○ Effectively manage the risks associated with functional defects, security, and compliance.</li> <li>○ Manage critical or production related issues</li> <li>○ Manage a plan to prevent or overcome the common issues</li> </ul> </li> <li>● Adaptability (4) <ul style="list-style-type: none"> <li>○ You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.</li> <li>○ You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs.</li> </ul> </li> <li>● Mentoring Skills (4) <ul style="list-style-type: none"> <li>○ You should have the ability to mentor and coach junior developers, providing guidance and support as needed to help them grow and develop their skills.</li> </ul> </li> <li>● Decision Making Skill (3) <ul style="list-style-type: none"> <li>○ Making decision in right time with right choice is an import factor</li> <li>○ Decision should be recorded and share the with other necessary stakeholders</li> </ul> </li> </ul>  |
| <p>Knowledge<br/>(Proficiency)</p> | <ul style="list-style-type: none"> <li>● Programming Knowledge (5) <ul style="list-style-type: none"> <li>○ Deep understanding of programming concepts</li> <li>○ Deep understanding of relational database design and querying concepts</li> <li>○ Excellent skill in design algorithm for complex functionalities</li> <li>○ Deep Knowledge of Mobile, Web, Cloud, Database and API Development</li> <li>○ Deep Knowledge of Analytic Tool, BI Dashboards &amp; Reporting</li> <li>○ Deep Knowledge of Client &amp; Server Methodology &amp; Communication</li> <li>○ Deep Knowledge about Type Notifications like Email, SMS, Push Notification</li> <li>○ Deep Knowledge about Authentication, Authorization, Roles and Permissions</li> <li>○ Deep Knowledge of E-commerce platforms (Magneto, Shopify, WooCommerce, etc)</li> <li>○ Deep Knowledge of Unit Testing - Manual / Auto</li> <li>○ Deep Knowledge about type of Testing</li> <li>○ Deep Knowledge of Code Quality Concepts</li> <li>○ Deep Knowledge of third-party integrations for payment and shipment gateways.</li> <li>○ Deep Knowledge of Themes, templates, API, extensions, plugins, and Apps.</li> <li>○ Deep Knowledge on developing extensions/Plugins/Apps (marketplace plugins/extensions, public apps)</li> <li>○ Deep Knowledge of Storage and Caching</li> <li>○ Deep Knowledge of Security, Code Quality and Common Practices</li> <li>○ Deep Knowledge of Server &amp; Client Security Aspect, API</li> <li>○ Deep Knowledge of Kubernetes, Docker, Source Code Management</li> <li>○ Hands-on experience with coding and design skills</li> </ul> </li> </ul> |

|                             |  |
|-----------------------------|--|
|                             | <ul style="list-style-type: none"> <li>● Documentation (4) <ul style="list-style-type: none"> <li>○ Technical documentation should be maintained in every development and R&amp;D activity <ul style="list-style-type: none"> <li>■ Technical Document of Overall Project</li> <li>■ Third-party Integration Specific Document</li> <li>■ R&amp;D Specific Document</li> <li>■ Tech Debt</li> <li>■ Other supporting Documents and Reports</li> </ul> </li> <li>○ Record the contents with good clarity</li> <li>○ Document the third-party or core integration with details in absolute clarity</li> </ul> </li> <li>● Preferred Basic Knowledge (5) <ul style="list-style-type: none"> <li>○ Deep knowledge in SDLC Life cycle, Good Programming Concepts, Agile or Scrum Knowledge, Design Patterns, Solid principle etc.</li> <li>○ Deep knowledge about quality standards, legislation, and best practices</li> <li>○ Deep theoretical knowledge in Microservice, Distributed, and Serverless Architecture</li> <li>○ Deep Knowledge of Containerization &amp; Scaling aspects</li> <li>○ Deep Knowledge of CI/CD Knowledge</li> <li>○ Deep Knowledge of Architecture Pattern Basics</li> <li>○ Deep Knowledge of Relational and Non-Relational Database</li> <li>○ Deep Knowledge of Agile development methodologies Knowledge</li> </ul> </li> <li>● Third-party Integration (5) <ul style="list-style-type: none"> <li>○ Deep knowledge in different third party technologies and 3<sup>rd</sup> party products that have been used.</li> <li>○ SaaS Platform Integration and basic business knowledges</li> </ul> </li> <li>● Production Issue Management (5) <ul style="list-style-type: none"> <li>○ Ability to identify the cause of the issue</li> <li>○ Fix it as per the best practice followed</li> <li>○ Manage the pressure of critical fixes and releases</li> </ul> </li> <li>● Security and Performance (5) <ul style="list-style-type: none"> <li>○ Deep Knowledge in Security and Performance Aspects</li> <li>○ Check and ensure it responsibility</li> </ul> </li> </ul> <p>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.</p> |
| Self-Image<br>(Perspective) | <ul style="list-style-type: none"> <li>● Confident and Passionate <ul style="list-style-type: none"> <li>○ Urge in facing challenges and making solution would be a great sign of confidence</li> </ul> </li> <li>● Empathetic and a people person</li> <li>● Ability to Adapt things</li> <li>● Transparency <ul style="list-style-type: none"> <li>○ Be transparent and real</li> </ul> </li> <li>● Accountability <ul style="list-style-type: none"> <li>○ Take responsibility in your given assignments till the closure of the task.</li> </ul> </li> </ul>   |

|                          |  |
|--------------------------|--|
|                          | <ul style="list-style-type: none"> <li>● Passion <ul style="list-style-type: none"> <li>○ Show commitment in heart and mind</li> <li>○ Always motivated and enthusiastic</li> </ul> </li> <li>● Advocacy <ul style="list-style-type: none"> <li>○ Earn trust of everyone</li> </ul> </li> <li>●</li> </ul> |
| Traits (Perspective)     | <ul style="list-style-type: none"> <li>● Positive Attitude</li> <li>● Accept Failures and Take Lessons</li> <li>● Empathic</li> <li>● Willingness to learn and adapt</li> <li>● Honest</li> <li>● Servant Leader</li> <li>● Approachable and Friendly</li> </ul>   |
| Motives<br>(Perspective) | <ul style="list-style-type: none"> <li>● Thrive for constant improvement.</li> <li>● Finds satisfaction in taking up challenges and executing them</li> <li>● Passionate about growth</li> </ul>   |

## 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<br>This will be done in the Skills-Base Tool.<br>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.<br>This would be part of the appraisal life cycle. | 15%       |

# LEVEL – 1 GOALS BUSINESS OUTCOME

| Category                     | Weightage - 100 | Weightage - 70 | Details   |
|------------------------------|-----------------|----------------|---|
| Development                  | 20%             | 15%            | Individual Detailed KPIs would be derived from the role sheet |
| Delivery                     | 20%             | 15%            |   |
| Leadership & Coaching        | 15%             | 10%            |   |
| Communication & Relationship | 15%             | 10%            |   |
| Process Adherence            | 15%             | 10%            |   |
| Extra Mile                   | 15%             | 10%            |   |

# LEVEL – 2 COMPETENCY REQUIRED

| Iceberg Elements     | Competency Attributes List (Weightage)   |
|----------------------|--|
| Skills (Proficiency) | <ul style="list-style-type: none"> <li>● Effective Communication (4)               <ul style="list-style-type: none"> <li>○ Excellent persuasive verbal communication and written skills in English</li> <li>○ You should have excellent communication skills to effectively communicate complex technical concepts to technical and non-technical stakeholders and clients, including presenting technical information in a clear and concise manner.</li> <li>○ Ability to form a good rapport with clients, managers, and colleagues as part of trust-building</li> </ul> </li> <li>● Collaboration (5)               <ul style="list-style-type: none"> <li>○ Leverage our collective genius, be a team</li> </ul> </li> </ul> |

- o You should be able to work collaboratively with other teams and departments to ensure that software solutions meet business requirements and are delivered on time and on budget.
- o Share your knowledge within the team and external to communicate better
- o Involve in team work and share your suggestions and ideas
- Listening Skills (5)
  - o Be an excellent listener and understand the requirement clearly
  - o Listen things and get accurate understanding about the points
- Problem Solving Skill (4)
  - o Expecting a good problem-solving skill
  - o Try to share your finding effectively with others
- Quality Management Skill (5)
  - o Ensure what we do, we do well and follow the best practices
  - o Ensure that we never compromise the quality of any deliverables
- Time Management (5)
  - o Time estimation and accuracy will be an important factor
  - o Ability to prioritize and manage time, Manage multiple priorities and meet deadlines.
  - o Finish your assignments on-time and be ready for agreed time
  - o Delegate parallel executions wisely based on requirement if needed.
  - o Take necessary actions without wasting time.
- Leadership (5)
  - o Do what is right, even if it is tough
  - o You should have strong leadership skills to lead and manage a team of developers, including setting goals, assigning tasks, and providing feedback to team members.
  - o Data Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone
  - o You should have the ability to mentor technical team members, and drive technical excellence.
  - o You should be able to provide technical guidance to other team members and ensure that technical best practices are followed.
- Risk Management (4)
  - o Effectively manage the risks associated with functional defects, security, and compliance.
  - o Manage critical or production related issues
  - o Manage a plan to prevent or overcome the common issues
- Adaptability (4)
  - o You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.
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| Self-Image (Perspective) | <ul style="list-style-type: none"> <li>● Confident and Passionate <ul style="list-style-type: none"> <li>○ Urge in facing challenges and making solution would be a great sign of confidence</li> </ul> </li> <li>● Empathetic and a people person</li> <li>● Ability to Adapt things</li> <li>● Transparency <ul style="list-style-type: none"> <li>○ Be transparent and real</li> </ul> </li> <li>● Accountability <ul style="list-style-type: none"> <li>○ Take responsibility in your given assignments till the closure of the task.</li> </ul> </li> <li>● Passion <ul style="list-style-type: none"> <li>○ Show commitment in heart and mind</li> <li>○ Always motivated and enthusiastic</li> </ul> </li> <li>● Advocacy <ul style="list-style-type: none"> <li>○ Earn trust of everyone</li> </ul> </li> <li>●</li> </ul>  |
| Traits (Perspective)     | <ul style="list-style-type: none"> <li>● Positive Attitude</li> <li>● Accept Failures and Take Lessons</li> <li>● Empathic</li> <li>● Willingness to learn and adapt</li> <li>● Honest</li> <li>● Servant Leader</li> </ul>   |

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|                                  | <ul style="list-style-type: none"> <li>● Approachable and Friendly</li> </ul>   |
| <p>Motives<br/>(Perspective)</p> | <ul style="list-style-type: none"> <li>● Thrive for constant improvement.</li> <li>● Finds satisfaction in taking up challenges and executing them</li> <li>● Passionate about growth <ul style="list-style-type: none"> <li>○</li> </ul> </li> </ul> |

## 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<br>This will be done in the Skills-Base Tool.<br>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.<br>This would be part of the appraisal life cycle. | 15%       |

# LEVEL – 2 GOALS BUSINESS OUTCOME

| Category                     | Weightage - 100 | Weightage -70 | Details   |
|------------------------------|-----------------|---------------|---|
| Development                  | 20%             | 15%           | Individual Detailed KPIs would be derived from the role sheet |
| Delivery                     | 20%             | 15%           |   |
| Leadership & Coaching        | 15%             | 10%           |   |
| Communication & Relationship | 15%             | 10%           |   |
| Process Adherence            | 15%             | 10%           |   |
| Extra Mile                   | 15%             | 10%           |   |

## LEVEL – 3 COMPETENCY REQUIRED

| Iceberg Elements     | Competency Attributes List (Weightage)   |
|----------------------|--|
| Skills (Proficiency) | <ul style="list-style-type: none"> <li>● Effective Communication (4)               <ul style="list-style-type: none"> <li>○ Excellent persuasive verbal communication and written skills in English</li> <li>○ You should have excellent communication skills to effectively communicate complex technical concepts to technical and non-technical stakeholders and clients, including presenting technical information in a clear and concise manner.</li> <li>○ Ability to form a good rapport with clients, managers, and colleagues as part of trust-building</li> </ul> </li> <li>● Collaboration (5)               <ul style="list-style-type: none"> <li>○ Leverage our collective genius, be a team</li> <li>○ You should be able to work collaboratively with other teams and departments to ensure that software solutions meet business requirements and are delivered on time and on budget.</li> <li>○ Share your knowledge within the team and external to communicate better</li> <li>○ Involve in team work and share your suggestions and ideas</li> </ul> </li> <li>● Listening Skills (5)               <ul style="list-style-type: none"> <li>○ Be an excellent listener and understand the requirement clearly</li> <li>○ Listen things and get accurate understanding about the points</li> </ul> </li> <li>● Problem Solving Skill (4)               <ul style="list-style-type: none"> <li>○ Expecting a good problem-solving skill</li> <li>○ Try to share your finding effectively with others</li> </ul> </li> <li>● Quality Management Skill (5)               <ul style="list-style-type: none"> <li>○ Ensure what we do, we do well and follow the best practices</li> <li>○ Ensure that we never compromise the quality of any deliverables</li> </ul> </li> <li>● Time Management (5)               <ul style="list-style-type: none"> <li>○ Time estimation and accuracy will be an important factor</li> <li>○ Ability to prioritize and manage time, Manage multiple priorities and meet deadlines.</li> <li>○ Finish your assignments on-time and be ready for agreed time</li> <li>○ Delegate parallel executions wisely based on requirement if needed.</li> <li>○ Take necessary actions without wasting time.</li> </ul> </li> <li>● Leadership (5)               <ul style="list-style-type: none"> <li>○ Do what is right, even if it is tough</li> <li>○ You should have strong leadership skills to lead and manage a team of developers, including setting goals, assigning tasks, and providing feedback to team members.</li> <li>○ Data Driven Decision Making that is fair and communicated precisely as to why the decision was made to everyone</li> <li>○ You should have the ability to mentor technical team members, and drive technical excellence.</li> </ul> </li> </ul> |

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|                                    | <ul style="list-style-type: none"> <li>○ You should be able to provide technical guidance to other team members and ensure that technical best practices are followed.</li> <li>● Risk Management (4) <ul style="list-style-type: none"> <li>○ Effectively manage the risks associated with functional defects, security, and compliance.</li> <li>○ Manage critical or production related issues</li> <li>○ Manage a plan to prevent or overcome the common issues</li> </ul> </li> <li>● Adaptability (4) <ul style="list-style-type: none"> <li>○ You should be able to adapt to new technologies, changing business requirements, and evolving IT strategies.</li> <li>○ You should be able to identify emerging trends and recommend appropriate technology solutions for the organization's needs.</li> </ul> </li> <li>● Mentoring Skills (4) <ul style="list-style-type: none"> <li>○ You should have the ability to mentor and coach junior developers, providing guidance and support as needed to help them grow and develop their skills.</li> </ul> </li> <li>● Decision Making Skill (3) <ul style="list-style-type: none"> <li>○ Making decision in right time with right choice is an import factor</li> <li>○ Decision should be recorded and share the with other necessary stakeholders</li> </ul> </li> </ul>   |
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## 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 | Self-Evaluation from Sep 1 to Sep 15<br>Mar 1 to Mar 15 |

|             |                |  |  |
|-------------|----------------|--|--|
|             |                | <p>multiple people for Review</p> <p>e.g.<br/>         Technical Architect would look at Technical Feedback.</p> | <p>Review Session would be scheduled by HR SPOC/Manager.<br/>         Meeting will include</p> <ol style="list-style-type: none"> <li>1. Reporting Manager (Mandatory)</li> <li>2. HR Manager (Optional)</li> <li>3. Technical Architect (Mandatory)</li> <li>4. SBU Head (Mandatory)</li> </ol> <p>All concerned reviewers should have the ratings done and ready before the meeting.<br/>         We assess together as to why these ratings come to a consensus.</p> <p>30 Meeting.</p> |
| Proficiency | Skills Base    | Technical Architect  | <p>Self-Assessment from Sep 1 to Sep 15<br/>         Mar 1 to Mar 15<br/>         Rating Directly taken from the Skills-base</p>   |
| Perspective | Survey Sparrow | Peers, Managers  | <p>This would be conducted from<br/>         Sep 1 to Sep 15<br/>         Mar 1 to Mar 15<br/>         Rating Directly taken from the 360-degree tool.</p>   |