

Head Technology COE

Role Tasks

Scope

Would be responsible for the profitability, growth and happiness of employees and customers across the organization from a technical standpoint crafting technology roadmaps and best practices to give Envigo the cutting edge in the market and bring us ahead of the competitors.

Delivery Success

- Objective is to have not just a happy customer, but a delighted/WOW customer.
- Implement adequate process/audits to ensure Customer Success is improved and anomalies are addressed.
- Be available for Escalations to reduce the customer impact and earn trust.
- Advice and Implement industry proven best practices and standards across organization to achieve quality excellence.

Innovation Success

- Create a culture of innovating across organization.
- Provide platform to innovate and encourage grass route level innovation and collaboration
- Evaluate and Execute Process, Technical and tools to improve productivity.
- Work closely with Sales Team to understand the business and technology trends and equip the delivery team to match with the industry needs
- Plan the training needs and recruitment skill set strategies.

Operational Success

- Continue to improve process efficiency and productivity of the team.
- Work closely with RTC, Technology COE to implement best practices including ISO standards and future ones.
- Aid organization/business unit specific certifications

Business Unit Growth

- Track and Take initiatives in increasing revenue from existing customer accounts
- Upsell Services from other SBUs to existing customers.
- Work closely with Sales & Marketing Team for generating more leads
 - Classify leads category and identify A/B/C/D customers
 - Tweak Marketing according to the needs
 - Generate marketing contents pipeline from existing projects and customer base.
 - Case Studies
 - Quick bites
 - Achievements
 - Participate and active role in pre-sales and closing customer deals.
- Develop, Deploy and Go to Market new blueprints for increasing reach to customers
- Identify and schedule team to attend relevant events to explore innovation and lead generation.

Competency Required

Iceberg Elements	Competency Attributes List (Weightage)
Skills (Proficiency)	1. Effective Communication (5) - o Strong persuasive verbal communication and exquisite written skills in English 2. Listening Skills (5) 3. Big Picture Thinking (3) - o Understand and evaluate the big picture. 4. Time Management (5) - o Organized and Effective Time Management to cater multiple initiatives in parallel 5. Leadership (4) - o Charismatic Leader and able to influence behavior of the team in a positive way. - o Data Driven Decision Making that is fair and communicated precisely as to why the decision was made.
Knowledge (Proficiency)	1. Technical Knowhow (3) a. Business & Technology understanding 2. Standard SAAS Products Understanding (3) a. A good view of latest technologies and 3rd party products that been used. 3. Project Management Best Practices (5) a. Good understanding of Best Practices of Product Development, IT Industry and Agile Process b. Effort/Cost Management Awareness c. Resource Management and Utilization d. Scope Control Process e. Estimation vs Actuals f. Collection of Adequate data to aid decision making and lessons learned. 4. Risk Management (5) a. Identifying risk and find ways for mitigating risk.
Self-Image (Perspective)	1. Confident and Passionate 2. Empathetic and a people person
Traits (Perspective)	1. Positive Attitude and continue to see good side of the team. 2. Accept Failures and Take Lessons 3. Empathic 4. Willingness to learn and adapt 5. Honest

	6. Servant Leader 7. Approachable and Friendly
Motives (Perspective)	1. Thrive for constant improvement. 2. Finds satisfaction in taking up challenges and executing them 3. Passionate about growth 4. Finds joy in impacting lives of people and organization in a positive way.

PERFORMANCE MANAGEMENT GOALS

Goals are categorized into 3 sections

Category	Details	Weightage
Business Outcome	Goals Defined below in details.	60%
Proficiency	Showcase growth in Knowledge and skills This will be done in 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	You 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 appraisal life cycle.	25%

Goals – Business Outcome

Category	Weightage 100	Weightage 60	Details
Delivery Success	25%	15%	Individual Detailed KPIs would be derived from the role sheet
Innovation Success	25%	15%	
Operational Success	25%	15%	
Business Unit Growth	25%	15%	

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. HR Related Goals would be HR Manager	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 (Mandatory) 3. Finance Manager (Mandatory) 4. Technology COE Head (Mandatory) 5. RTC SBU Head (Mandatory) 6. Sales SBU Head (Mandatory) All concerned reviewers should have the ratings done and ready before the meeting. We assess together as to why these ratings and come to a consensus. 1 Hour Meeting.
Proficiency	Skills Base	Reporting Manager Technology COE RTC	Self-Assessment from Sep 1 to Sep 15 Mar 1 to Mar 15 Rating Directly taken from the Skills-base

Perspective	Survey Sparrow	Peers, Dotted Line Manager, Direct Reportees	This would be conducted from Sep 1 to Sep 15 Mar 1 to Mar 15 Rating Directly taken from the 360-degree tool.
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