

Working in Teams

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Today's agenda:

- **Reading Quiz**
- Team structures and roles
- Deciding who to work with: interviews
 - how to be interviewed
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Humans are **social** -
we naturally work in
teams

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Risks:

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Risks:

- **Communication** and coordination issues
- **Groupthink**: diffusion of responsibility; going along
- Working by **inertia**; not planning ahead
- **Conflict** or mistrust between team members

What impacts team success?

What impacts team success?

- Presence of a **shared mission** and goals
- **Motivation** and commitment of team members
- **Experience** level (and presence of experienced members)
- Team size
 - and the need for bounded yet sufficient **communication**
- Team **organization**
- **Reward structure** within the team
 - incentives, enjoyment, empowerment (ownership, autonomy)

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 - But not communicating will guarantee miscommunicating

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Group project advice: choose a communication platform for your group at the start and stick to it. I recommend **Slack**, but Discord, Chime, w/e okay too: just choose one. **Protip**: not email.

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Team structures and roles

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- By analogy, roles on a sports team might be defined by competency in a skill (e.g., pitching, striker) or by responsibility (e.g., offense, defense)

Roles in a software team

Roles in a software team

- Software engineer (aka “individual contributor”)
 - most of you will probably end up with this role
- Engineering manager (aka “people manager”)
- Project manager (“PM”)
- Tester/quality assurance
- Operations engineer/site reliability engineer
- Business expert (in Agile teams, usually playing the role of “customer”)
- etc.

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These could be all different team members, or some members could span multiple roles.

What does a software engineer do?

- Mostly, what we're talking about in this class!
 - Write code
 - Write specifications
 - Fix bugs
 - Triage bug reports
 - Write tests
 - Debug
 - etc.

Varieties of software engineer

- Not all engineers have the same background, experience, expertise, etc.
 - typical division is between “junior”, “senior”, and “staff” engineers (these roles have different names)
 - e.g., “principal” engineer at Amazon
- Some places ask engineers to further specialize: e.g., “backend engineer”, “front end engineer”
- High-level engineers are sometimes “tech leads” or “architects”

Leveling

- In big tech, often associated with a number
 - numbers vary by company!
 - e.g., Google L3 = Amazon SDE I (4) = Microsoft SDE (59/60)
- Usually associated with your salary
- Promotion: usually requires you to already be operating “at the next level up”
- More senior engineers are expected to mentor more junior engineers

✕ Apple

✕ Facebook

✕ Amazon

✕ Microsoft

✕ Google

ICT2 Junior Software Engineer	E3	SDE I L4	SDE 59	L3 SWE II
ICT3 Software Engineer	E4	SDE II L5	SDE II 61	L4 SWE III
ICT4 Senior Software Engineer	E5	SDE III L6 Senior SDE	Senior SDE 63	L5 Senior SWE
ICT5	E6	Principal SDE L7	Principal SDE 65	L6 Staff SWE
ICT6	E7	Senior Principal SDE L8	Partner 68	L7 Senior Staff SWE
Distinguished Engineer	E8	Distinguished Engineer L10	67	L8 Principal Engineer
Senior Distinguished Engineer	E9		69	L9 Distinguished Engineer
Engineering Fellow			70 Distinguished Engineer	L10 Distinguished Engineer
			80 Technical Fellow	L10 Google Fellow

from [levels.fyi](https://www.levels.fyi)

What's an engineering manager?

- Mostly to manage people - not that different from managers in other industries, sometimes
 - performance evaluations, talk to upper level management, etc
- Some places also ask the engineering manager to be the PM - see next slide
- At some places (e.g., Google), managers are expected to be technically-competent, too

What's a program/product manager?

- Manage the product!
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“my job is sending emails that people actually read” - a friend of mine who is a PM at Microsoft

What does a tester do?

- Mostly write tests
- This role isn't as common anymore: most places I'm familiar with have asked software engineers to also be responsible for testing
 - E.g., Microsoft laid off most of its Windows QA teams in 2014 and replaced them with crowd-sourced testing (“Windows Insiders”)

What does a site reliability engineer do?

- “SRE” is a Google-specific term for an engineer whose job is to keep systems running
 - on-call more often than “line” engineers
 - knows how several services work, can debug issues in any of them
 - spends ~50% of their time on ops, ~50% on developing new automation to improve ops
 - we’ll talk more about this role (and how companies that don’t have an SRE role, like Amazon, manage) in the DevOps lectures

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Google SRE motto:
“Hope is not a strategy”

Business expert/other

- Depending on the industry and company, a software team might have other kinds of experts embedded into it
 - e.g., a UX expert, an expert in some business process that the team is automating
- Even on very software-focused teams, once the org size becomes large enough, there are other roles:
 - high-level managers or ICs might have executive assistants
 - HR, payroll, all the other things a small company needs to function

Interns!

- Most software teams have interns, at least some of the time
- No offense, but most interns are pretty useless
 - Not enough time to ramp up on a very large codebase
- Typically requires planning from the team: what will the interns work on this year?
 - Ideally a well-defined, well-scoped project
- Training interns is a recruitment tool and a service to their future teams (ideally at your company, since they had a great time!)

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“A team is a set of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable.”

– Katzenbach and Smith

Organizing principle

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 - everyone is working towards a **common goal**
 - typically have people with **different skills**
 - e.g., the “Google Slides” team or the “DynamoDB” team

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Functional teams are the most typically organization for teams in big tech

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Skill teams are more common for SDEs at non-tech companies

Team size

- most teams are relatively small
 - Amazon's famous "two-pizza" rule: teams should be small enough that two pizzas can feed everyone
 - 6-10 people is typical
- larger-scale organization of teams varies a lot by company
 - "divisional" approaches are common

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 - build/release preparation
 - external communication (with other teams, customers, upper management)

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Group project advice:
write down the answers
to these questions for
your team

More group project advice: motivation

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The pair is made up of a *driver*, who actively types at the computer or records a design; and a *navigator*, who watches the work of the driver and attentively identifies problems, asks clarifying questions, and makes suggestions. Both are also continuous brainstorming partners.

Aside: pair programming: worth it?

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Surveys of professional programmers:

- 90+% “**enjoyed** collaborative programming more than solo programming”
- 95% were “more **confident** in their solutions” when they pair programmed
- **Reduces defects** by 15% and **reduces code size** by 15%

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- Increases development cost by **15% to 100%**

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- build good **team camaraderie**
- be **professional**, and your teammates often will too

Examples of team organization

Team organization: Microsoft (pre 2014)

- Most teams were functional, and composed of these roles:
 - **Program Manager**. Leads the technical side of a product development team, managing and defining the functional specifications and defining how the product will work.
 - **Software Design Engineer**. Codes and designs new software, often collaborating as a member of a software development team to create and build products.
 - **Software Test Engineer**. Tests and critiques software to assure quality and identify potential improvement opportunities and projects.

Team organization: Airbnb

- fewer than ten people
- teams are functional
 - mix of engineers, product managers, designers, and data scientists
 - sometimes include domain experts: e.g., “Payments includes people from finance”
- Engineers have (relative) freedom to change teams
 - Don't need to re-apply for a job, just need manager approval

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Typical SE hiring process

- Someone at the company, typically a recruiter or an engineer, gets your resume and puts it into their pipeline
 - If they're interested, you'll probably get 1-2 phone interviews
 - If you pass the phone screen, you'll probably be invited to interview with the company on-site
 - Depending on the company, you may then have some follow-up phone calls to find a team to be placed on
 - If they offer you a job, you'll negotiate the offer to end up with the best deal possible
 - If this particular offer is the best out of all the offers you've received, you accept!
- This can be spread out as much as a month and a half, or as compact as two weeks

Goals of a technical interview

- “The interview process at Google has been designed (and redesigned!) from the ground up to **avoid false positives**. We want to **avoid making offers to candidates who would not be successful** at Google. (The cost of this unfortunately includes more false negatives, which are times when we turn down somebody who would have done well.)”

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It's not just technical skill! Many interview questions are **behavioral**

Interview format

- “For about 45 minutes you meet with a single technical interviewer, who will present a programming problem and ask you to work out one or more solutions to it.”
 - some variations of this, such as “tell me about a technical problem you’ve solved” and “design (but don’t implement) a solution to this problem”
- Interviewer perspective: “you know in the first ten minutes”

Example interview problem

“The Two-Sum Problem”:

- You are given an array of n integers and a number k . Determine if there is a pair of elements in the array that sums to exactly k .
- For example, given the array $[1, 3, 7]$ and $k = 8$, the answer is “yes,” but given $k = 6$ the answer is “no.”

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What do you do first?
(Hint: it's not trying to solve the problem!)

Example interview problem: ask questions!

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- Can you modify the array? Yes.
- Do we know something about the range of the numbers in the array? No, they can be arbitrary integers.
- Are the array elements necessarily positive? No, they can be positive, negative, or zero.
- Do we know anything about the value of k relative to n or the numbers in the array? No, it can be arbitrary.
- Can we consider pairs of an element and itself? No, the pair should consist of two different array elements.
- Can the array contain duplicates? Sure, that's a possibility.
- What about integer overflow? Don't worry about it.

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boolean sumsToTarget (int[]arr, int k) {  
    for (int i = 0; i < arr.length; i++) {  
        for (int j = i + 1; j < arr.length; j++) {  
            if (arr[i] + arr[j] == k) {  
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Why is this better?

Example interview problem

- there are lots of possible solutions to the problem
- part of your goal while you're interviewing is showing that you understand the trade-offs between them
- think of interviewing as a **microcosm** of software engineering:
 - if you don't show them you know it, they'll assume you don't

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- think of interviewing as a **microcosm** of software engineering:
 - if you don't show them you know it, they'll assume you don't
 - implication: even though the interview problem is **small and simple**, you show try to **show all the steps** of the software engineering process

Do Not Forget!

Even though the problem is small, you should:

- perform requirements elicitation (ask questions!)
- ask about both functional and non-functional properties
- talk about process considerations
 - e.g., mention maintainability when relevant
- write **good quality code**, including e.g., documentation, tests, etc.
 - mention things you'd be thinking about if this was part of a real system

Interviewing mistakes

- #1 Practicing on a computer
- #2 Not rehearsing behavioral questions
- #3 Not doing a mock interview
- #4 Trying to memorize solutions
- #5 Not solving problems out loud
- #6 Rushing
- #7 Sloppy coding (bad style)
- #8 Not testing
- #9 Fixing mistakes carelessly
- #10 Giving up

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 - Tell me about a time you missed a deadline.
 - Tell me about a time you experienced a conflict with a teammate.

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It's easy to sound unimpressive if you haven't thought about your answers ahead of time.

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if you are nice? about a time you experienced a conflict with a

lunch!

Interviewing: the other side

- Choose the technical problem you ask carefully
 - Common solution: use the “best” interview question you’ve ever been asked
 - Alternative: base the problem on something you personally had to deal with at work
- Think through all the possible solutions to the problem
- Remember that it’s stressful for the person being interviewed!

Interviewing: does it work?

- The answer is that we don't really know
- Technical interviews haven't been studied in depth
- But they're the industry standard, so we have to deal with them
- Open area of research!

Takeaways

- How you organize your team can have a big impact on your productivity
- Communication is key
- For the group project, especially, make sure you decide on how you'll make decisions (no one is the manager!)
- Interviewing is a microcosm of software engineering
 - Show the interviewer what you know, even if it seems like too much for the problem at hand