

Devterra (Pvt) Ltd. Operating Procedure	
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Roles and Responsibilities for Technical Lead (Customer Facing)

Full Name:	
Designation:	Technical Lead (Customer Facing)
Role Definition:	This role is for a person with a strong hands-on development experience with customer facing skills. He/She is the key person liaising in between the offshore development team and the clients. Technical Lead is responsible for the delivery of services related to the projects including software releases, quality communication of daily status and resolution of technical issues. Serves as a day-to-day point of contact for the client in North America and a liaison to the off-shore development and testing teams in Sri Lanka.
Additional Project Role(s) to play:	Architect

Required Knowledge and Skills	<ul style="list-style-type: none"> • A Degree in IT and preferably a MSC • 6+ Years of IT industry experience including experience in North American based software development work. • Experience in working with offshore development teams. • Certification in Microsoft or/and Java based platforms • Good knowledge of the software product development lifecycle and the process tools, including the Agile Development Methodology • Proficient in at least two-core development tools used within the company. • Sound knowledge of estimation techniques. i.e. three point estimation. • Sound industry trends awareness. • Good knowledge in Microsoft, Java and open source technologies • Sound Knowledge of unit testing methodologies and frameworks • Sound communication skills with good command of written and spoken English • Sound time management skills. • Good ability to anticipate issues and formulate remedial actions. • Sound interpersonal and team working skills. • Ability to take on multiple assignments. • Good problem solving skills. • Easily adoptable to company culture.
General Responsibilities	<ul style="list-style-type: none"> • Flexible in working under changing and different work settings. • Maintain high team morale including onsite and offshore teams. • Adhere to company and project standards and guidelines. • Accurate time accounting and reporting of own work. • Promptly escalate issues, which affect product delivery and quality that are beyond scope of influence and report same to reporting manager. • Pay high attention to detail in all work.

Approved By: MD	Date: 05-Oct-2011	Issued By: MR	Date: 05-Oct-2011
Internal			

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	<ul style="list-style-type: none"> • Quality, on time delivery of agreed deliverables. • Contribute to the company knowledge base and process improvements.
Project Responsibilities	<ul style="list-style-type: none"> • Serves as a day-to-day point of contact for the client in North America and a liaison to the off-shore development and QA teams in Sri Lanka. • Conduct system wide requirement analysis and communicate the same to the offshore team during the initial requirement gathering stage. • Thoroughly understand the Requirements and Design • Verify module level work effort estimations and integration efforts provided by the offshore teams. • Actively participate in architectural design sessions and discussions during the design stage and provide necessary feedback to the offshore team • Co-ordinate with offshore PM/BA/Tech Lead in preparing milestones and overall project plans • Review and provide feedback on detailed system design. • Where necessary, develop code as per the requirements and detailed design using the best practices and coding standards • Conduct thorough unit testing using the automated unit test framework • Conduct reviews on codes and provide feedback • Provide accurate and detailed weekly task reports. • Clarify all unknown areas, which are communicated by the offshore team, from the customer. • Co-ordinate all customer releases with offshore release engineer • Assist Project Lead/PM/BA in project coordination. • Escalate any risks and issues as and when they are identified, to the project management team • Work diligently towards better relationship with the customer • Take part in customer satisfaction surveys and provide constructive feedback
Reporting and Ownership	<ul style="list-style-type: none"> • Reports to the Account Manager (On Site) and Delivery Manager • Technical ownership of all deliverables of Allion/DTS to North American Customers

Disclaimer

The above information is intended to describe the general nature and level of work being performed by the employee(s) assigned to this position. It is not designed to contain or be interpreted as a comprehensive list of all responsibilities, duties and skills required of employees assigned to this job. Management may include or reassign any other duties or responsibilities as required by the business.

Acceptance

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