# Title: Roles & Responsibilities

**Engineering Manager:**

* Expert in the product and engineering
  + Have deep understanding of all functions of engineering
  + Expertise in domain and technology
  + Remain hands on in Development and QA
* Represent engineering and partner with PMs by
  + Participating in roadmap discussions
  + Scoping of all asks (features+enhancements+bugs+tech debts) of a squad
  + Identifying and guiding people for above asks
* Coordinate with tech leads and tech architects
* DRI for delivery of squads
  + Proactive in execution
  + Resolves conflicts across squads
  + Takes team level decisions
  + Work with various inter and intra team stakeholders to surface, track and resolve impediments
  + Will ensure best practices are being followed and maintained consistently
  + L2 sync up with support
* Ensure happy and engaged engineers
  + Creating an environment of innovation and learning
  + Responsible for training and career development of his/her employees
  + Responsible for enabling your team to produce their best work
  + Creates opportunities for squad members
  + Schedule 1:1s with his/her people and enable them by giving regular feedback
* Metrics / Aspirations / Weekly updates / TGIF
* Ensure best practices are followed and looks for improvement
  + Driving team towards CI/CD
  + Own the tools used by product and engineering team
* Partner with HRBP and HR team to hire the right people across functions

**EM responsibilities at every stage of Freshwave**

**Stage: I2p**

Responsibilities:

* Participate in i2p and ensure BE/FE/SET TA or TL as appropriate from the squad are involved
* Make sure the i2p doc and mocks are shared ahead of i2p and engineers go through the doc and raise any open questions. Pls reschedule the i2p of either of these aren’t followed
* All open questions are closed before taking up for grooming
* Test plan is created with required details from i2p
* EPIC is broken down into user stories by Archs and PMs
* If any EPIC is beyond M(T shirt size), pls discuss with PM/TA to break it down to M or lesser. For any exception on the size of the EPIC, pls discuss with Santhosh/Sudharshan/Somya to break it down

**Stage: Grooming**

Responsibilities: Ensure all of definition of ready (<https://confluence.freshworks.com/display/freshsales/Freshwave+in+Freshsales>) are followed including

* As first for every item ready for grooming, ensure it is part of the line drawn /stack ranked list for the quarter for that POD. Any ad hoc asks has to be flagged as unplanned/ad hoc in our roadmap
* Review i2p doc to make sure all the sections like sizing, tech design, customer pain point, dependencies and so on are all updated
* Ensure the test plan is updated with decisions/details from grooming
* Impact on platform, mobile and other squads/teams are prioritized in respective team/squads and commitment on the deliverables are tracked

S**tage: Development:**

Responsibilities:

* Ensure API first approach is followed during development<TODO: Link for API first approach>
* All the features and enhancements should have account level feature flags implemented by default so that features can be enabled/disabled for a few selective accounts once in production before eventually opening up for all accounts based on plan. This is non negotiable and critical for enterprise release management. This is most important for existing accounts and for accounts signed up after the feature release, it can be enabled by default unless called out by PM/TA. The flag has to be updated in test plan
* Parallelise BE/FE/SET as much as possible
* UT is done with good quality and coverage

**Stage: Review**

Responsibilities:

* Review the code based impact areas and actual implementation areas called out by the devs in the test plan and ensure QAs are able to write/pick test cases based on it
* Perform UAT before QA picks up for testing to assess the quality of deliverables
* Ensure the dependencies are delivered by the teams/squads as identified in the i2p doc
* Ensure BE and FE unit tests are written with good quality and code coverage

**Stage: Testing & Automation**

Responsibilities:

* P0 and P1 cases written by QAs are shared with dev to test the functionalities before its taken up for QA testing
* If significant(relative) number of P0/P1 iteration bugs identified by QA, ensure build is moved back to dev for fixing  bugs and previous step is done before moving back to QA
* If performance or security checks are called out in i2p, it's performed at least at this stage
* P0/P1 test case automation to be written and not deferred to meet release timelines

**Technical Architect:**

* Develop deep expertise in Product (Code, Design & Architecture) and Infra
* Technology solutioning. Evaluate & choose appropriate technology
* Address technical concerns, ideas and suggestions
* Design and architecture reviews
* Bring coding best practices via code reviews
* Ensures good application performance
* Participate in CAR & help EM in preparing the data for his/her squad

**Technical Lead (In addition to functional deliverables):**

* Breadth and depth of technical expertise, Exhibit strong technical knowledge and skill
* SME in more than one areas in product
* Operates independently and work with technical architect in design and development of features and technical debts
* Write quality code/tests and ensure best practices. Set an example for the team with his/her deliverables
* Define and coordinate the technical tasks for the team
* Proactively communicate technical issues/decisions/debts effectively to EM
* Conduct peer review and provide feedback
* Mentor people
  + By helping them solve technical problems and drive their learning path
  + Resolve technical impediments
* Approachable to the team for any technical help
* DRI (directly responsible individual) for the quality of the deliverables
* Engineering practices and discipline