

ROLES AND RESPONSIBILITIES

Designation: **SOFTWARE ENGINEER**

Role: **Developer**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
	PRIMARY
DESIGN	<p>Must go through Low Level Design/Functional specification of the Project to get familiarized on how it's done.</p> <p>Generate a Low Level Design / pseudo code and documentation based on the High Level Design/Functional Specification.</p> <p>Knowledge on Software Development Life Cycle.(SDLC)</p> <p>Adherence to SDLC based on the customer requirement.</p> <p>Knowledge about basic design patterns, use cases and UML.</p>
CODE GENERATION	
i. Coding	<p>Generate defect free optimized/ re-useable code as per coding guidelines.</p> <p>Handle responsibilities related to coding for modules and accountability for the developed code.</p> <p>Accountable for versioning, backup and release packages for the developed module.</p>
ii. Review	<p>Ownership of code review responsibility as per review guidelines at sub-system level.</p>
TESTING AND DOCUMENTATION.	<p>Execute unit level tests and develop test result documents.</p> <p>Release Notes for each release.</p>
OVERALL QUALITY COMPLIANCE	<p>Adherence to Coding Standards and conventions of Customer/project and Organizational quality standards.</p>
TECHNICAL COMPETENCY	<p>Technical Certification as per Organization requirement.</p>
	SECONDARY
ESTIMATION	<p>Carry out technical feasibility study and provide inputs for estimation.</p>
BEHAVIOUR	<p>Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.</p> <p>Personal Attributes-Team Player, ability to learn, Proactive.</p>

Designation: **SENIOR SOFTWARE ENGINEER**

Role: **Developer**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
	PRIMARY
DESIGN	Responsible for Low Level Design as per HLD/Functional specification of the Project. Adherence to SDLC based on the customer requirement/Organization requirement. Good Knowledge of Chosen design patterns. Responsible to analyze the functional specification and write use case diagrams, UML Review the LLD Prepared by SE.
CODE GENERATION	
i. CODING	Generate defect free optimized/ re-useable code as per coding guidelines. Handle responsibilities related to coding for modules and accountability for the developed module. Accountable for versioning, backup and release packages for the developed module.
ii. Review	Ownership of code review responsibility as per review guidelines at sub-system level.
TESTING AND DOCUMENTATION.	Execute unit level tests and develop test result documents. Release Notes for each release.
OVERALL QUALITY COMPLIANCE	Adherence to Coding Standards and conventions of Customer/project and Organizational quality standards.
TECHNICAL COMPETENCY	Technical Certification as per Organization requirement. Adaptability to work within the technology stream as per the requirement of the, Customer/Organization.
	SECONDARY
ESTIMATION	Carry out technical feasibility study and provide inputs for estimation. Provide technical training to Trainee Software Engineer in the Team.
BEHAVIOUR	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers. Personal Attributes-Team Player, ability to learn, Proactive.

Designation: **MODULE LEAD**

Role: **Lead**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
	PRIMARY
DESIGN	Create Low Level Design /High Level Design/ Functional Specification based on the customer requirement. Adherence to Software Development Life Cycle based on the Customer/Organizational requirement. Expertise on design patterns Review of the LLD prepared by SE/SSE Technically competent and contribute with best approaches for solutions to business problems.
CODE GENERATION	
i. CODING	Responsible for developing defect free optimized code Ensure reusability of the code by the team Accountable for versioning, backup and release package for the module.
ii. REVIEW	Responsible for module level reviews as per guidelines. Review and consolidate release notes for the module.
TESTING & DOCUMENTATION.	Execute Unit level and functional tests and develop test result document.
OWNERSHIP / DELIVERY	Own the delivery responsibility for a given module/project
OVERALL QUALITY COMPLIANCE	Adherence to Coding Standards and Conventions of Customer/Project and Organization.
TECHNICAL GUIDANCE AND TRAINING.	Provide technical guidance and training to engineers in the team. Technical presentation/session on new technologies related to project specific areas.
TECHNICAL COMPETENCY	Technical certification as per organization requirement. Adaptability to work within the technology stream as per the requirement of the customer organization.
PROJECT ENVIRONMENT	Responsible to setup the project environment, documentation and guide the team in setting up their development environment.
ESTIMATION	Carry out technical feasibility study and provide inputs for estimation
CLIENT RELATIONSHIP	Independently handle client interactions for all project related activities.
	SECONDARY
PROJECT PLANNING	Plan for assigned activities as well as module development activities.
OTHER RESPONSIBILITIES	Motivate team members with events/activities Be proactive to address and solve technical issues within the team. Active participation in early stages of recruitment process (Technical Interviews)
BEHAVIOUR	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers. Personal Attributes-Team Player, ability to learn, Proactive.

Designation: **PROJECT LEAD**

Role: **Lead**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
	PRIMARY
DESIGN	Create Low Level Design /High Level Design/ Functional Specification based on the customer requirement. Adherence to Software Development Life Cycle based on the Customer/Organizational requirement. Expertise on design patterns Review of the HLD prepared by ML Technically competent and contribute with best approaches for solutions to business problems.
CODE GENERATION	
i. CODING	Handle responsibilities related to coding for the project.
ii. REVIEW	Ability to conduct effective code reviews at the project level and comply with the project requirement.
TESTING & DOCUMENTATION.	Ability to execute functional tests and develop test result document.
DOMAIN/FUNCTIONAL SKILLS.	Ability to build in-depth knowledge in the domain area and share with team members.
PROJECT PLANNING.	Plan for Project Management activities at the micro level, responsible for monitoring and tracking the same. Effective management and ownership of project planning activates.
RESOURCE MANAGEMENT.	Ability to make sure all the required resources is in place and proactively initiate procurement process. Make sure all the required training are planned and executed. Prepare weekly/monthly progress report for the Management. Conduct monthly review meeting with the team and report to Management. Participate in the recruitment process, induction of new members and provide performance appraisal feedback as per PMS.
KNOWLEGDE MANAGEMENT	For the purpose of knowledge sharing and reusability of the design and code, the data/information should be maintained in the central repository. Document customer feedback, complaints and actions taken. Share within the organization to avoid repetition of the errors Ensure regular back up of data and retrieve data as and when required.
OWNERSHIP / DELIVERY	Own the delivery responsibility for a given project
OVERALL QUALITY COMPLIANCE	Adherence to Quality standards and Conventions of Customer/Project and Organizational stipulated standards.
TEAM BUILDING	Channelize team efforts and keep the motivation level high towards effective project delivery.
TECHNICAL COMPETENCY	Technical certification as per organization requirement.

CLIENT REPLATIONSHIP	Independently handle client interactions for all project related activities.
	SECONDARY
IDEAS AND INNOVATIONS	Technology innovation and R&D to enhance the organizational business.
PROCESS IMPLEMENTATION	Contribute towards the process improvement activities.
BEHAVIOUR	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers. Personal Attributes-Team Player, ability to learn, Proactive.

Designation: **PROJECT MANAGER**

Role: **Management**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
PROJECT MANAGEMENT	
i MANAGEMENT	Effectively manage the project from its conceptual stage to the successful on time delivery to customer.
ii PROJECT PLANNING	Effective planning of project activates and execute the same.
iii TECHNICAL MANAGEMENT	Effectively-co-ordinate the design coding and testing requirements of the projects at all levels
iv KNOWLEDGE MANAGEMENT	For the purpose of Knowledge sharing and reusability of the design and code, the data/information should be maintained in the central repository.
	Document customer feedback complaints and actions taken. Share within the organization to avoid repetition of the errors.
	Ensure regular back up of data and retrieve data as and when required.
v RESPONDING TO RFP	Ensure feasibility, timely response and closure.
vi REQUIRMENT DOCUMENTS	Complete responsible for generating requirement document.
vii RESOURCE PLAN	Prepare hardware, software and resource planning based on the project requirement, compare periodically with actual.
viii PROJECT COSTING AND BUDGETING	Prepare a project cost sheet at the beginning of the project; obtain approval from the organization head and adherence to the same. Compare periodically with actual.
ix PROCESS IMPLEMENTATION.	Validate and streamline processes and other technology initiatives for successful completion of a project or product development.
x IDEAS AND INNOVATION.	Technology innovation and R&D to enhance the Organizational business.
xi OVERALL QUALITY COMPLIANCE	Ability to ensure that the development team adheres to the quality process and achieves customer satisfaction.
CUSTOMER MANAGEMENT	
i. CONCEPTUALIZATION	Think beyond technical perspective and have conceptual thinking in terms of adding value to customer requirement, long term focus.
ii. CUSTOMER COMMUNICATION	Communicate with the customer periodically, event driven basis and appropriately through oral/written communication
iii. CUSTOMER SATISFACTION	Ensure customer satisfaction through communication, quality deliverables and pre-empting all their needs

iv. ACCOUNT MINING	Identifying the opportunities within the existing customer base.
RISK MANAGEMENT	
i. RISK PROBABILITY AND MITIGATION	Must generate and maintain risk management & mitigation plans.
	Independently, identify the risk probability, impact and mitigation plans.
BUSINESS DEVELOPMENT:	
PRE-SALES SUPPORT	Work with the sales team to provide an active support for projected proposals, presentations and prototypes
OTHER OBJECTIVES:	
i. INDIVIDUAL GOALS	INDIVIDUAL GOALS
vi. RECRUITMENT PROCESS	Responsible for recruitment and selection.
	SECONDARY
DOMAIN/FUNCTIONAL SKILLS	Ability to build in -depth knowledge in the domain area and share with team members.
GROOM LEADERS	Ability to identify and successfully groom new leaders for handling higher level of responsibility.
BEHAVIOUR	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers. Personal Attributes-Team Player, ability to learn, Proactive

Designation: **EXECUTIVE HR**

Role: **Executive**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
RECRUITMENT	<p>Plan and support the organization with the recruitment activities as per the recruitment policy.</p> <p>Maintain standards on sourcing of quality resumes as per company requirement and standards.</p> <p>Review the resumes as and when procured.</p> <p>Organize, interviews, discussion of the short listed candidates.</p> <p>Conduct HR Interviews and shortlist for further process</p> <p>Interface with external agencies, recruitment firms and job portals, advertising agencies, head hunters.</p> <p>Update vacancies on Organization website</p> <p>Maintain MIS report on recruitment</p> <p>Make reference check on potential employees and back ground verification.</p>
HUMAN RESOURCE:	<p>Implement and Maintain the HR Process and practices.</p> <p>Create New HR Initiatives/Interventions.</p> <p>Organize culture building.</p> <p>Employee welfare and counseling.</p> <p>Administer Effective PMS</p> <p>Plan and Co-ordinate for training activities</p> <p>Create and implement HR decision support system.</p> <p>Administration of Payroll Management</p> <p>Maintain HR MIS, Maintain Human resource Management system</p>
ADMINISTRATION	<p>Support the organization by managing the facilities and administrative functions.</p> <p>Support office administration.</p> <p>Identify the right vendors and suppliers</p> <p>Office security and controls.</p> <p>Maintain statutory and regulatory requirements.</p> <p>Interface with travel agents, housekeeping, and security agencies.</p>
BEHAVIOUR	<p>Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.</p> <p>Personal Attributes-Team Player, ability to learn, Proactive.</p>

Designation: **SENIOR EXECUTIVE HR**

Role: **Executive**

JOB RELATED COMPETENCIES	RESPONSIBILITIES
RECRUITMENT	<p>Handle the entire recruitment function from sourcing to closure.</p> <p>Identify right Vendor and Vendor Management.</p> <p>Conduct HR interviews and make an Employment offer.</p> <p>Make reference checks and background verification prior to offer.</p> <p>Periodically update Recruitment MIS.</p> <p>Schedule campus recruitment as per need.</p> <p>Plan the Recruitment activities as per the Company need.</p>
HUMAN RESOURCE:	<p>Develop and align the HR strategy with business plan of the company.</p> <p>Identify and decide on the following strategies:</p> <p>Human Resource and Training Budget.</p> <p>Assist and support management in deciding Compensation and benefits.</p> <p>Appraisal and performance Management.</p> <p>Employee Welfare and Payroll Management.</p> <p>Responsible for new joiner, Induction Training.</p> <p>Facilitate and Identify training needs across the Organization in concurrence with the functional and group heads.</p> <p>Provide critical inputs on strategic issues to CEO:</p> <p>Industry and competition.</p> <p>Organization development</p> <p>Manpower Planning and Hiring</p> <p>Evolve HR Policies and procedure based on the value of the Organization.</p> <p>Culture building, employee satisfaction through survey.</p> <p>Create and implement Hr decision support system.(HRMIS/HRMS)</p> <p>Evolve competitive compensation structure.</p>
ADMINISTRATION:	<p>Office Administration and Facility Management.</p> <p>Travel and Logistic Co-Ordination.</p> <p>Vendor and Vendor Management.</p> <p>Handle all statutory and regulatory requirements.</p> <p>Prepare and analyze monthly quarterly MIS.</p>
BEHAVIOUR	<p>Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.</p> <p>Personal Attributes-Team Player, ability to learn, Proactive.</p>

Designation: **ASSISTANT MANAGER SALES**

Role: **Management**

JOB RELATED COMPETENCIES	RESPONSIBILITIES	ASSESSMENT CRITERIA
RESPONSIBILITIES	Achieve Annual Revenue Target Develop and execute sales and Account Management plans that are aligned with the Business strategy. Payment Collection. Sales MIS.	Achieving Sales Target Below target - Unsatisfactory As per the target - Good 125% of the target - Excellent 150% of the target - outstanding
IDENTIFY AND DECIDE ON:	Key Account Management (Customer Relationship Management) Implementation of regional and global marketing initiatives Performance management of team members	Payment collection efficiency Above 60 days - Unsatisfactory within 60 days - Good Within 45 days - Excellent Within 30 days - Outstanding
PROVIDE CRITICAL INPUTS ON:	Growth strategies Pricing strategies Industry and competition Alliances and Business partnerships Technology trends Marketing support Manpower Planning	
BEHAVIOUR	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers. Personal Attributes-Team Player, ability to learn, Proactive.	

Designation: **DEPUTY MANAGER SALES**

Role: **Management**

JOB RELATED COMPETENCIES	RESPONSIBILITIES	ASSESSMENT CRITERIA
RESPONSIBILITIES	<p>Achieve annual revenue target</p> <p>Develop and align sales and marketing strategy with the business plan of the company</p> <p>Sales Performance review.</p> <p>Customer satisfaction survey and feedback.</p> <p>Assist the CEO in the development of new domains identified for business expansion</p> <p>Ensure customer satisfaction.</p> <p>Performance Management of team members.</p> <p>Manpower planning and recruitment for the sales team.</p> <p>Receivables from customers.</p>	<p>Achieving Sales Target</p> <p>Below target - Unsatisfactory</p> <p>As per the target - Good</p> <p>125% of the target - Excellent</p> <p>150% of the target - outstanding</p>
IDENTIFY AND DECIDE ON:	<p>Budget</p> <p>Target setting</p> <p>Geographic market expansion and entry</p> <p>Alliances and business partnerships</p> <p>Key Account Management (customer relationship management)</p> <p>Contract negotiation and closure</p> <p>Marketing support</p> <p>Knowledge dissemination with the team members.</p> <p>Training.</p> <p>Sales MIS</p> <p>Market Development.</p>	<p>Payment collection efficiency</p> <p>Above 60 days - Unsatisfactory</p> <p>within 60 days - Good</p> <p>Within 45 days - Excellent</p> <p>Within 30 days - Outstanding</p>
PROVIDE CRITICAL INPUTS ON	<p>Industry and competition</p> <p>Product and Services pricing</p> <p>Technology trends</p>	
BEHAVIOUR	<p>Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.</p> <p>Personal Attributes-Team Player, ability to learn, Proactive.</p>	