

### **ROLES AND RESPONSIBILITIES**

Designation: **SOFTWARE ENGINEER**

Role: **Developer**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>
	<b><i>PRIMARY</i></b>
<b><i>DESIGN</i></b>	<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>
<b><i>CODE GENERATION</i></b>	
<b><i>i. Coding</i></b>	<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>
<b><i>ii. Review</i></b>	<p>Ownership of code review responsibility as per review guidelines at sub-system level.</p>
<b><i>TESTING AND DOCUMENTATION.</i></b>	<p>Execute unit level tests and develop test result documents.</p> <p>Release Notes for each release.</p>
<b><i>OVERALL QUALITY COMPLIANCE</i></b>	<p>Adherence to Coding Standards and conventions of Customer/project and Organizational quality standards.</p>
<b><i>TECHNICAL COMPETENCY</i></b>	<p>Technical Certification as per Organization requirement.</p>
	<b><i>SECONDARY</i></b>
<b><i>ESTIMATION</i></b>	<p>Carry out technical feasibility study and provide inputs for estimation.</p>
<b><i>BEHAVIOUR</i></b>	<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>

### **ROLES AND RESPONSIBILITIES**

Designation: **SENIOR SOFTWARE ENGINEER**

Role: **Developer**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>
	<b>PRIMARY</b>
<b>DESIGN</b>	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.
<b>CODE GENERATION</b>	
<b>i. CODING</b>	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.
<b>ii. Review</b>	Ownership of code review responsibility as per review guidelines at sub-system level.
<b>TESTING AND DOCUMENTATION.</b>	Execute unit level tests and develop test result documents. Release Notes for each release.
<b>OVERALL QUALITY COMPLIANCE</b>	Adherence to Coding Standards and conventions of Customer/project and Organizational quality standards.
<b>TECHNICAL COMPETENCY</b>	Technical Certification as per Organization requirement. Adaptability to work within the technology stream as per the requirement of the, Customer/Organization.
	<b>SECONDARY</b>
<b>ESTIMATION</b>	Carry out technical feasibility study and provide inputs for estimation. Provide technical training to Trainee Software Engineer in the Team.
<b>BEHAVIOUR</b>	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.  Personal Attributes-Team Player, ability to learn, Proactive.

## **ROLES AND RESPONSIBILITIES**

Designation: **MODULE LEAD**

Role: **Lead**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>
	<b>PRIMARY</b>
<b>DESIGN</b>	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.
<b>CODE GENERATION</b>	
<b>i. CODING</b>	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.
<b>ii. REVIEW</b>	Responsible for module level reviews as per guidelines. Review and consolidate release notes for the module.
<b>TESTING &amp; DOCUMENTATION.</b>	Execute Unit level and functional tests and develop test result document.
<b>OWNERSHIP / DELIVERY</b>	Own the delivery responsibility for a given module/project
<b>OVERALL QUALITY COMPLIANCE</b>	Adherence to Coding Standards and Conventions of Customer/Project and Organization.
<b>TECHNICAL GUIDANCE AND TRAINING.</b>	Provide technical guidance and training to engineers in the team. Technical presentation/session on new technologies related to project specific areas.
<b>TECHNICAL COMPETENCY</b>	Technical certification as per organization requirement. Adaptability to work within the technology stream as per the requirement of the customer organization.
<b>PROJECT ENVIRONMENT</b>	Responsible to setup the project environment, documentation and guide the team in setting up their development environment.
<b>ESTIMATION</b>	Carry out technical feasibility study and provide inputs for estimation
<b>CLIENT RELATIONSHIP</b>	Independently handle client interactions for all project related activities.
	<b>SECONDARY</b>
<b>PROJECT PLANNING</b>	Plan for assigned activities as well as module development activities.
<b>OTHER RESPONSIBILITIES</b>	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)
<b>BEHAVIOUR</b>	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.  Personal Attributes-Team Player, ability to learn, Proactive.

### **ROLES AND RESPONSIBILITIES**

Designation: **PROJECT LEAD**

Role: **Lead**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>
	<b>PRIMARY</b>
<b>DESIGN</b>	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.
<b>CODE GENERATION</b>	
<b>i. CODING</b>	Handle responsibilities related to coding for the project.
<b>ii. REVIEW</b>	Ability to conduct effective code reviews at the project level and comply with the project requirement.
<b>TESTING &amp; DOCUMENTATION.</b>	Ability to execute functional tests and develop test result document.
<b>DOMAIN/FUNCTIONAL SKILLS.</b>	Ability to build in-depth knowledge in the domain area and share with team members.
<b>PROJECT PLANNING.</b>	Plan for Project Management activities at the micro level, responsible for monitoring and tracking the same. Effective management and ownership of project planning activates.
<b>RESOURCE MANAGEMENT.</b>	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.
<b>KNOWLEGDE MANAGEMENT</b>	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.
<b>OWNERSHIP / DELIVERY</b>	Own the delivery responsibility for a given project
<b>OVERALL QUALITY COMPLIANCE</b>	Adherence to Quality standards and Conventions of Customer/Project and Organizational stipulated standards.
<b>TEAM BUILDING</b>	Channelize team efforts and keep the motivation level high towards effective project delivery.
<b>TECHNICAL COMPETENCY</b>	Technical certification as per organization requirement.
<b>CLIENT REPLATIONSHIP</b>	Independently handle client interactions for all project related activities.
	<b>SECONDARY</b>
<b>IDEAS AND INNOVATIONS</b>	Technology innovation and R&D to enhance the organizational business.
<b>PROCESS IMPLEMENTATION</b>	Contribute towards the process improvement activities.
<b>BEHAVIOUR</b>	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.  Personal Attributes-Team Player, ability to learn, Proactive.

### **ROLES AND RESPONSIBILITIES**

Designation: **PROJECT MANAGER**

Role: **Management**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>
	<b>PRIMARY</b>
<b>PROJECT MANAGEMENT</b>	
<b>i MANAGEMENT.</b>	Effectively manage the project from its conceptual stage to the successful on time delivery to customer.
<b>ii PROJECT PLANNING.</b>	Effective planning of project activates and executes the same.
<b>iii TECHNICAL MANAGEMENT.</b>	Effectively-co-ordinate the design coding and testing requirements of the projects at all levels
<b>iv KNOWLEDGE MANAGEMENT</b>	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.
<b>v RESPONDING TO RFP</b>	Ensure feasibility, timely response and closure.
<b>vi REQUIRMENT DOCUMENTS</b>	Complete responsible for generating requirement document.
<b>vii RESOURCE PLAN.</b>	Prepare hardware, software and resource planning based on the project requirement, compare periodically with actual.
<b>viii PROJECT COSTING AND BUDGETING.</b>	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.
<b>ix PROCESS IMPLEMENTATION.</b>	Validate and streamline processes and other technology initiatives for successful completion of a project or product development.
<b>x IDEAS AND INNOVATION.</b>	Technology innovation and R&D to enhance the Organizational business.
<b>xi OVERALL QUALITY COMPLIANCE.</b>	Ability to ensure that the development team adheres to the quality process and achieves customer satisfaction.
<b>CUSTOMER MANAGEMENT</b>	
<b>i. CONCEPTUALIZATION</b>	Think beyond technical perspective and have conceptual thinking in terms of adding value to customer requirement, long term

<b>ii. CUSTOMER COMMUNICATION.</b>	focus.
<b>iii. CUSTOMER SATISFACTION.</b>	Communicate with the customer periodically, event driven basis and appropriately through oral/written communication.
<b>iv. ACCOUNT MINING</b>	Ensure customer satisfaction through communication, quality deliverables and pre-empting all their needs
<b>RISK MANAGEMENT:</b>	Identifying the opportunities within the existing customer base.
<b>i. RISK PROBABILITY AND MITIGATION.</b>	Must generate and maintain risk management & mitigation plans. Independently, identify the risk probability, impact and mitigation plans.
<b>BUSINESS DEVELOPMENT:</b>	
<b>i. SALES SUPPORT</b>	Work with the sales team to provide an active support for projected proposals, presentations and prototypes.
<b>PEOPLE MANAGEMENT:</b>	
<b>i. MENTORING.</b>	Mentor the project lead and team members.
<b>ii. TEAM DEVELOPMENT.</b>	Ability to identify areas of improvement to overcome them.
<b>iii. COMMUNICATION WITH THE TEAM.</b>	Accurate and timely communication within the team and with the Management.
<b>iv. CRISIS MANAGEMENT.</b>	Handle project related crisis effectively and efficiently with minimum turn around time.
<b>v. OBJECTIVE SETTING AND PERFORMANCE MANAGEMENT.</b>	Set performance objectives for the team members and adherence to the PMS.
<b>vi. RECRUITMENT PROCESS.</b>	Responsible for recruitment and selection.
	<b>SECONDARY</b>
<b>DOMAIN/FUNCTIONAL SKILLS</b>	Ability to build in -depth knowledge in the domain area and share with team members.
<b>GROOM LEADERS</b>	Ability to identify and successfully groom new leaders for handling higher level of responsibility.
<b>BEHAVIOUR</b>	Verbal/Written communication- Ability to effectively communicate within the team, with other team members and customers.
	Personal Attributes-Team Player, ability to learn, Proactive.

### **ROLES AND RESPONSIBILITIES**

Designation: **EXECUTIVE HR**

Role: **Executive**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>
<b><i>RECRUITMENT</i></b>	<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>
<b><i>HUMAN RESOURCE:</i></b>	<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>
<b><i>ADMINISTRATION</i></b>	<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>
<b><i>BEHAVIOUR</i></b>	<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>



### **ROLES AND RESPONSIBILITIES**

Designation: **SENIOR EXECUTIVE HR**

Role: **Executive**

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



### **ROLES AND RESPONSIBILITIES**

Designation: **ASSISTANT MANAGER SALES**

Role: **Management**

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

### **ROLES AND RESPONSIBILITIES**

Designation: **DEPUTY MANAGER SALES**

Role: **Management**

<b>JOB RELATED COMPETENCIES</b>	<b>RESPONSIBILITIES</b>	<b>ASSESSMENT CRITERIA</b>
<b><i>RESPONSIBILITIES</i></b>	<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><b><i>Achieving Sales Target</i></b></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>
<b><i>IDENTIFY AND DECIDE ON:</i></b>	<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><b><i>Payment collection efficiency</i></b></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>
<b><i>PROVIDE CRITICAL INPUTS ON</i></b>	<p>Industry and competition</p> <p>Product and Services pricing</p> <p>Technology trends</p>	
<b><i>BEHAVIOUR</i></b>	<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>	