



JOB DESCRIPTION

Collection Systems QA Team Scrum Master

JOB TITLE	COLLECTION SYSTEMS QA TEAM SCRUM MASTER	TEAM	COLLECTION SYSTEMS QA TEAM
REPORTS TO	COLLECTION SYSTEMS PROJECT MANAGER	FLSA STATUS	EXEMPT
DATE	05/24/2017		

SECTION 1

Team Summary

The Collection Systems Quality Assurance Team (CSQAT) ensures that all Mandli collection system products perform at the highest levels of quality. The team is responsible for performing extensive testing of collection products, aiding in the development of new collection products, developing standard workflows for collection products, researching and analyzing collection systems and data, as well as acting as subject matter experts for all Mandli collection products.

SECTION 2

Summary of the Position

The Collection Systems QA Team Scrum Master supports the CSQA Team and CSQA Team Product Owner in realizing the full benefits of agile and Scrum. The Scrum Master acts as an expert on Scrum, coaches the team on Scrum, guides the team in self-organization, and sees that impediments to the team's progress are removed.

SECTION 3

Primary Responsibilities

Responsibilities

- A mature and self-organizing Collection Systems QA Team that follows Scrum methodology
- A safe, trusting, transparent work environment for the Collection Systems QA Team with a focus on problem solving and continuous improvement
- Removes impediments to the Collection Systems QA Team's progress

Activities

- Work with Collection Systems QA Team Product Owner on effectively refining the task backlog for the team
- Monitor iteration velocity of the Collection Systems QA Team to aid in team commitments and continuous improvement
- Facilitate daily stand-ups
- Facilitate retrospectives
- Facilitate development of team internal procedures

SECTION 4

Competencies and Key Behaviors

Achieves Results

- Develops and executes plans to achieve results
- Considers financial and operational impact in decisions
- Makes sound decisions balancing the short and long term strategic goals
- Achieves desired results

Be Accountable

- Exhibits uncompromising ethics & integrity
- Takes responsibility for continuous learning & development
- Seeks others' feedback & identifies & acts on issues & opportunities
- Demonstrates, encourages & supports informed risk-taking
- Communicates effectively & utilizes active listening skills
- Challenges conventional thinking & has candid conversations
- Acknowledges mistakes & learns from them
- Seeks to understand & leverage diversity in individuals
- Bridges the gap between knowing & doing, both organizationally and personally

Communication

- Logically and simply conveys ideas clearly and verbally and in writing
- Communicates information in a logical and sequential manner to aid understanding
- Ensures that regular communication occurs based on the needs of the team
- Clarifies the meaning and intent of others' communication when it is unclear
- Adjusts language to address the needs of differing audiences
- Utilizes strong listening skills to formulate direct, responsive answers to questions
- Effectively communicates complex ideas using analogies, visuals, and other techniques

- Creatively identifies and utilizes effective communication channels and methods

Planning and Organizing

- Plans, prioritizes, and organizes tasks
- Schedules time appropriately to accomplish objectives
- Stays focused and avoids distractions
- Breaks down projects into component tasks
- Identifies appropriate resources
- Gives accurate and effective instructions to maximize productivity
- Assigns and utilizes resources effectively
- Manages competing demands while maintaining attention to critical issues

Initiative

- Takes action to achieve goals beyond what is required
- Identifies what needs to be done and takes appropriate action
- Takes action without being asked or required to do so
- Persists in spite of challenging circumstances; adjusts focus when it becomes obvious that a goal cannot be achieved
- Seizes opportunities and takes action to take advantage of them
- Initiates individual or group projects and takes responsibility for their success
- Actively works to overcome obstacles by changing strategies or using multiple approaches

SECTION 4

Qualifications

- Experience with Agile and Scrum preferred
- Bachelor's degree in GIS, engineering, business or related fields preferred
- Experience leading and interacting with cross-functional teams preferred

SECTION 5

Travel

This position does not require any set amount of travel.

SECTION 6

Physical and Environmental Demands of the Position

None listed.

SECTION 7

Disclaimer Statement

The information contained in this job description is intended to describe the essential job functions required of those assigned to this job. It is not intended to be an exhaustive list of all accountabilities, activities, and knowledge needed to perform the job. Please note that job functions are reviewed periodically and are subject to change based upon company business need.

