POSITION SUMMARY

Under the broad guidance of the Development and Quality Management supervisor, the Scrum Master is responsible for agile development oversight and operations management for highly complex, multi-platform mainframe and web-based applications and systems. This position directs processes and performs work related to all phases of the systems development life cycle (SDLC) from analyzing and documenting business processes to planning and eliciting requirements to designing applications to testing and implementing to providing production support and monitoring the ticket queue. In addition, this position provides expert-level leadership in the development, implementation, and continuous improvement of agile and SDLC processes and procedures**.** Not only is the Scrum Master responsible for ensuring that current systems meet agency needs, but also for leading development efforts to modernize our IT systems.

The Scrum Master is a project and technical decision maker for multiple agile teams. The Scum Master is responsible for ensuring that agile teams follow established processes, efficiently deliver new software, and effectively provide enhancements and support for existing software. In addition, this position ensures that development and project teams are compliant with ETF development policies, procedures, and standards as well as enterprise-wide standards. The Scrum Master leads and monitors the work of development teams in order to achieve daily, sprint, and project goals. This position helps ensure that we meet our operational deliverables, while enhancing and modernizing ETF application systems.

The Scrum Master will collaborate with individuals at all levels of responsibility and authority throughout the organization. Day to day, this position will lead teams comprised of software developers, database modelers, data staff middleware staff, and other technical and business support staff. This position works closely with business users and product owners to make sure that acceptance criteria is clear and meets users' needs. In addition, this position provides direction, expertise, and consultation to business users and technical staff on agile development processes. The Scrum Master provides consultation to the Office of Enterprise Initiatives (OEI), ETF business areas, external business partners and users in order to deliver high quality software solutions across the organization.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving $5.6 billion in retirement benefits and $1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND ACTIVITIES

50%   GOAL A.   Agile Development Oversight and Operations Management

  A1.   Facilitate the scheduling and implementation of new and enhanced software applications.
  A2.   Direct and lead agile teams working on multiple systems development projects or a single project with multiple aspects. Oversee projects from inception to completion. Teams may comprise of IS System Development Services staff, contractors, business area managers, project vendors, and test team members.
  A3.   Ensure teams follow established agile practices and adhere to agile meetings and scrum ceremonies. This includes sprint planning, backlog grooming, retrospectives, standups, and product owner approvals.
  A4.   Provide direction, mentor, and train team members on agile practices, such as scrum and kanban, and how they are used to improve efficiency, quality, and outcomes associated with software development.

A5.   Estimate, coordinate, and communicate resource requirements for product delivery. Collaborate with management, development staff, business analysts, and product owners to assess project scope and objectives for application efforts.

A6.   Direct the definition of requirements and acceptance criteria for custom application development, off-the-shelf software, cloud, software-as-a-service solutions, and integrations between systems.

A7.   Incorporate information security policies, principles, and practices into application requirements and development processes.

A8.   Negotiate timelines, products, and other project needs with management positions, including division administrators and department heads.

A9.   Establish application user interface standards. Work with product owners and development teams on user interface design.

A10. Facilitate the design of prototypes for complex and emerging systems in order to ensure the best user experience.

A11. Develop and maintain strong working relationships and communicate effectively while advising managers on resource allocation, consulting with stakeholders on agile principles, ensuring compliance with established SDLC standards, and establishing task assignments.

A12. Analyze problems identified by business users and create requirements for changes to the system. Direct the development of changes with other existing and developing systems or subsystems to ensure integration and compatibility.

A13. Monitor and recommend priority of project requests.

25% GOAL B.   Data Analysis, Reporting, and Research

B1.   Communicate team status to project leaders and management through reporting, presentations, and other written and verbal communications.

B2.   Prepare special reports or documents as requested.

B3.   Work with application development management staff to develop actionable key performance indicators (KPI's) including setting goals and objectives, collecting measures, and calculating metrics.

B4.   Develop reporting and metrics based on agile principles and processes that can be used to track progress and success of software development efforts, including standard scrum reports pertaining to velocity, releases, and sprint completion status.

B5.   Research and evaluate new tools and technologies.

15% GOAL C: Development and Implementation of Agile Processes and Procedures

C1.   Develop agile procedures, processes, and standards for the implementation of complex or emerging technologies within ETF. This includes application development, system configuration, and systems integration support.

C2.   Identify agile training needs among the business areas. Develop and participate in training and supporting agile processes across the agency.

C3.   Establish and implement agile processes in accordance with cross-functional product management approaches.

C4.   Work with the test team lead to develop, document, execute, and maintain software testing plans. Incorporate the software testing plans into agile software delivery processes while accounting for performance and security. Develop strategies to remediate issues found during testing.

C5.   Develop and scale agile processes across the agency and in major, multi-year development projects.

C6.   Implement and maintain SDLC processes in accordance with agile development principles.

10%   GOAL D. Other Duties as Assigned

D1.   Carry out special assignments that meet the needs of the agency.
D2.   Participate in IT tactical planning activities.
D3.   Meet with BITS management and staff to evaluate progression on tasks, identify and resolve issues, and develop plans for future long-range projects and initiatives.
D4.   Represent the agency on task forces and enterprise-wide committees to respond to state and agency needs. Interact with staff in other agencies as required.
D5.   Orient new employees to agile delivery processes.
D6.   Stay current on development processes and modern technologies utilizing web resources, online training, books, internal documents, training sessions and workshops.
D7.   Maintain knowledge of state-of-the-art computer software and technology through independent study and reading, classes, and hands-on training.
D8.   Additional duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES

1. Expert knowledge of Agile principles, Scrum methodology, and Scrum Master responsibilities and activities.
2. Ability to facilitate multiple scrums at the same time.
3. Knowledge of mechanisms that can be used to scale agile processes across an organization.
4. Knowledge of project management methodologies, tools, and techniques (e.g., project plan development, coordination of people, and preparation of project artifacts such as charter, scope, fiscal, status updates, cost-benefit, and risk analyses).
5. Knowledge of software development, analysis, and design techniques.
6. Knowledge of custom application development and design methods.
7. Ability to coach, lead, and coordinate staff at all levels of responsibility and authority throughout the organization.
8. Ability to collaborate with business partners, employers, third-party administrators, external vendors, management, technical developers, colleagues at other state agencies, etc..
9. Ability to understand requirements, refine requirements, and develop acceptance criteria.
10. Ability to recommend, negotiate, direct, and implement change.
11. Ability to learn and work independently.
12. Ability to strategize, anticipate industry disruptions, and plan for future state.
13. Ability to support the development of strategic and operational project plans.
14. Skilled in communicating orally and in writing, including the ability to communicate business and technical concepts and information to a wide range of diverse audiences.
15. Ability to take initiative, represent business needs, stand firm when necessary, compromise when possible, diplomatically challenge assumptions, and make recommendations to business and technical staff at all levels of responsibility and authority throughout the organization.
16. Ability to identify, manage, and resolve problems.
17. Ability to manage time and handle competing priorities.
18. Ability to organize complex information into comprehensive parts.
19. Knowledge of problem tracking software technologies.
20. Expert knowledge of application development life cycle processes.
21. Knowledge of business analysis and prototyping.
22. Knowledge of application test methodologies and procedures.
23. Expert knowledge of application documentation methods.
24. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
25. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.