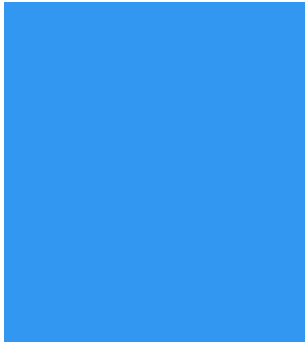


JOB DESCRIPTION

Position: Agile Solutions Engineer	
Location:	Bellville, Cape Town
Date:	December 2010
Reporting To:	Technical Solutions Manager
Reporting to You:	N/A
Purpose:	<p>A candidate is sought to fill a new role, within the Engineering Department, to further the implementation of the scrum agile project management methodology in the capacity of Scrum Master serving one or more development teams. The successful candidate will be instrumental in the implementation and maintenance of Scrum or any other agile methodology that is put into practice. The role of the Scrum Master is to evangelise agile practices in the organisation and to play a supporting role in resolving problems that impede team progress.</p> <p>Over and above this, the successful candidate will fill a dual role as an extension to the existing Technical Solution Manager function in actively participating in technical discussions that lead to innovative solutions and an improvement to Clickatell's internal and external product offering. The candidate will also liaise with departments external to Engineering to communicate the progress and status of initiatives as well as assist in fostering ever improving interdepartmental cooperation and coordination.</p>
Key Responsibility Areas:	<p>As a Scrum Master for one or more teams the following will apply:</p> <ul style="list-style-type: none"> • Organise and facilitate daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos and other Scrum-related meetings • Track and communicate team velocity and sprint/release progress • Ensure teams are practicing agile principles such as collaboration, accountability, and visibility • Play a supporting role to the Product Owner(s) and assist in prioritising work where required • Assist teams with making commitments through story selection and task definition • Participate proactively in developing and maintaining team standards, tools, and best practices • Identify and remove impediments and prevent distractions • Facilitate discussion and conflict resolution • Empower the team to self-organize <p>Beyond the classic Scrum Master role, the following will be expected:</p> <ul style="list-style-type: none"> • Assist the Technical Solutions Manager with the planning and coordination of initiatives. • Leverage your technical aptitude by contributing to solution design and technical discussions. • To stand in for, or represent, the Technical Solutions Manager in his absence or when requested.

	<ul style="list-style-type: none"> • To assist meeting the project goal and financial targets such as return on investment (ROI). • To assist in forming product strategy, cross-functional product execution plans. • To drive support for these plans among internal and external stakeholders. • Contribute solutions and ideas to enhance overall system stability, reliability and scalability and enabling higher QOS, easier enablement and rollout of services. • Monitor industry innovations, perform competitive analysis and prepare business requirement documentation.
Core Competencies:	<ul style="list-style-type: none"> • Candidate needs to have good technical background at a very low level, since the candidate must be able to take part in discussions, offering alternative options and challenging the ideas offered by technical resources. • Excellent communication skills are important, since candidate will be expected to operate across multiple functional areas (engineering, operations, sales, and marketing) including external partners and customers.
General Competencies:	<ul style="list-style-type: none"> • Computer literate (MS Office, e-mail) • Foresight, analysis and logic, systematic and orderly planning, attention to detail • Problem solving skills and analytical abilities • Excellent negotiating skills both internally to team and externally with other departments • Excellent time management skills • The ability to both act tactically and strategically
Experience and Education:	<ul style="list-style-type: none"> • Familiarity with agile methods, particularly scrum • Certified Scrum Master or Certified Scrum Product certification highly advantageous • Experience in software/system development industry • Tertiary education in related field highly advantageous
Personal Characteristics:	<ul style="list-style-type: none"> • Passionate about agile practices • Enthusiastic learner • Results oriented and creative • Attention to detail • Self driven • Excellent communicator • Good interpersonal skills • Positive outlook on life • Assertive nature • Calm temperament • Logical thinker • High levels of initiative • Work in a team, with a high degree of responsibility • Good conflict management skills • Willingness to serve
Special Requirements:	<ul style="list-style-type: none"> • Regular and on time attendance • From time to time you will be required to work outside of normal working hours. • You may have to travel from time to time locally and abroad.
Note:	<ul style="list-style-type: none"> • To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The



requirements listed above are representative of the knowledge; skill and or ability required and are not intended to be an exhaustive list of all duties and responsibilities associated with this job.

- You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks;
- During a work colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager.