

SDC Management Roles and Responsibilities

CEO

- **Top-level cooperation and correspondence with Stakeholders;**
- **Business development;**
- Ability to request the data regarding any domain of the company:
 - Project details, status, recent events, timeline, and milestones;
 - Product details, features design, technical aspects;
 - Project Team efficiency, cooperation atmosphere;
 - Specific team member efficiency details, recent activities.

CTO

- **Coordination and mentorship of all the Chief Engineers of the company;**
- **Ownership of all the technical documentation;**
- Initial discussion of project's technical details with the stakeholders;
- Creation and maintenance of top-notch guidelines and instructions for Software Architecture, Front-End, Back-End and DB design in-house practices.

COO

- **High-level management of the core in-house operations, processes, principles, and practices of the SDC;**
- **SDC Management Framework ownership and continuous maintenance;**
- **In-house processes establishment and maintenance;**
- Complete ownership of corporate documentation;
- Regular collaboration with SDC management staff;
- Status awareness upon every project in the company;
- Development of guidelines, instructions, and other supporting documentation for in-house use;
- SDC management staff mentorship, including colleagues' career path development and work efficiency evaluation;
- New team members' onboarding.

CPO

- **Stakeholders management, product design, feature design, program management, company portfolio management;**
- **Design and complete ownership of all product-related documents (incl. PRDs, and team-specific guidelines);**
- Direct work with key stakeholders. Business in-depth analysis, and requirements generation;
- Product structure and logic design, including tailored UX solutions based on stakeholders' business objectives;
- Complete responsibility for company products' success;
- Control of the product scope to keep it within the company budget and delivery timeline;
- Regular collaboration with SDC management staff;
- New team members' onboarding.

Chief Engineer

- **Management and ownership of a project cluster (3+ projects);**
- **Full support of the Team Leads within the Chief Engineer's project cluster;**
- Technical leadership of the project cluster (3+projects) from start to the end: Architecture confirmation > Resource calculation > Delegation to the teams > Overseeing the progress > Deployment coordination;
- Creation and maintenance of software engineering processes and good practices;
- Resolution of tech disputes and decision making for the tech stack to be used;
- Tech-related sync across different teams working on the same project;
- Confirmation of tech documentation of the project;
- Daily communication of technical matters with the clients, partners and 3rd-party providers;
- Daily work with management for timely delivery of the projects.

This role is more about management and technical coordination rather than coding.

QA Chief Engineer

- **Coordination of all Quality Assurance (QA) Engineers of the company;**
- **CI-CD and test environment complete support;**
- Mentorship of the QA team members;
- Design and implementation of the best QA practices, guidelines and instructions;
- QA test environment development, as well as CI-CD cycle support;
- Automation testing best practices implementation;
- Technical support of end-users;
- Troubleshooting of the final deployed systems. Issues gathering, prioritization and processing to the development team;
- Project Management environment establishment per-project (JIRA)
- Product documentation initial review and verification.
- Customer-side deployment processes organization and maintenance;
- Customer-side test sessions conduction; feedback gathering and processing with the project team (software engineers, QAs).

Team Lead

- **Technical ownership of assigned project;**
- **Full support and coordination of project team members;**
- **Project-related information sharing across all the project team members;**
- Technical leadership and coding coordination of assigned project(s);
- Project architecture development and maintenance (incl. project setup, and core rules definition);
- Preparation of technical documents of the project;
- Code review conduction on assigned projects;
- The main communication chain between the project team, QA Chief Engineer, Chief Engineer and Head of Product;
- TeamLead has to make sure that the project team members have equal information about the project, share the same vision on the project roadmap, and has no unanswered questions;
- TeamLead has to be proactive, and inform the manager of the project about status changes in the project, as well as possible estimate changes and other events that could have major impact on the project success;
- Teamlead has to conduct various team calls per need, with or without Project Manager's involvement.
- In addition to communicating potential risks to the project manager, the TeamLead should propose possible solutions to the problems and threats that have arisen.

This role can be combined with QA/Developer role in

Project Manager

- **Awareness of assigned project statuses on a regular basis;**
- **Information sharing across the company;**
- **Project Teams managerial support per need;**
- Processing decisions of the higher management;
- Announcement of the changes made in PRDs and any in-house documentation;
- Announcement of the changes in the composition of the project teams;
- Prepare meeting minutes of every call they attended, and share the knowledge via appropriate channels;
- Complete support of the project teams on managerial needs. This point includes establishing the best principles and practices from SCRUM and/ or other management frameworks (e.g. Retrospectives, Lessons-learned session conduction and other);
- Project Team members availability management (incl. vacations and day-offs);
- Project status regular awareness of all the projects with JIRA ticket-level accuracy;
- Close work with QA Team on solving occurring issues of the project;
- One-on-One meetings conduction per need. Team members-related data gathering, categorization, structuring, and processing to the top management;
- Coming up with new ideas regarding in-house processes and practices optimization, automation, and performance calculation.

Product Manager

- **Product management under CPO's supervision;**
- **Complete awareness of assigned project's development status;**
- **Stakeholder management on assigned projects;**
- Process product-related requests of the CPO;
- PRD design and maintenance;
- Business in-depth analysis, and requirements generation;
- Product wireframing and design solutions research;
- UX research conduction;
- Regular collaboration with SDC management staff;
- Regular collaboration with project teams on assigned projects.

HR Specialist

- **End-to-end hiring workflow management;**
- **Company culture continuous update and maintenance;**
- **SDC colleagues complete support (including Q&A sessions per need);**
- **Company public image maintenance;**
- **Office management;**
- Hiring cycle management, including headhunting, sourcing, recruiting, onboarding, and offboarding;
- Various interviews and one on ones conduction per need;
- In-house paperwork management for colleagues;
- Exploration of new activities for in-house events;
- Company members' corporate lifetime tracking;
- In-house educational systems management (including library, courses, etc.);
- Company culture and in-house atmosphere maintenance.