Agile Scrum Master

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
AGILE SCRUM MASTER I	1680	B26	$76,530 - $129,430
AGILE SCRUM MASTER II	1681	B28	$92,600 - $156,612

GENERAL DESCRIPTION

Performs Scrum Master work. Work involves coordinating the planning and initiation of projects at various levels of completion in an Agile environment; monitoring the progress and schedule of projects; and communicating with project stakeholders, management, and other relevant parties.

DISTINGUISHING CHARACTERISTICS

The Agile Scrum Master job classification series is intended for employees who guide, facilitate, and teach the Agile mindset, core values, principles and Scrum practices to team members involved in the project; clears impediments for the team; and ensures that Scrum processes are being followed. The Scrum Master's responsibilities include ensuring that development teams follow Scrum framework values and agile practices; mentoring and motivating the teams to improve processes; facilitating meetings and decision-making processes; and eliminating team impediments.

EXAMPLES OF WORK PERFORMED

Acts as Scrum Master for multiple teams and leads the teams in achieving higher levels of Agile knowledge and maturity at a sustainable pace.

Plans, designs, develops, implements, supports, maintains, and facilitates the adoption, implementation, and sustainability of Agile processes, principles, and practices.

Coordinates project activities with other state agencies, governmental jurisdictions, or private sector partners and contractors.

Coordinates with users to identify system requirements, develops functional design specifications to meet requirements, and solves complex operational problems.

Coordinates and/or participates in the development and execution of enterprise level strategies and technical direction.

Identifies potential project risks, roadblocks, and designs strategies to mitigate or avoid them.

Communicates project methodology and processes to interested groups and team members.

Guides teams to be self-organized and motivates teams to focus on team goals and objectives.

Guards and shields the team from distractions and interruptions caused by external interferences.

Facilitates team discussion, decision making and conflict resolution, and provides technical advice and assistance in matters related to programming activities.

Creates, updates, and maintains information radiators, relevant metrics, and reports for management, others, and team to stay abreast of the project's status and team's productivity.

Ensures that Scrum events and agile practices are followed throughout product development.

May prepare reports that include study findings, recommendations, and instructions for proposed system implementations

May develop criteria for evaluating programs, proposals, and other pertinent information related to project assignments.

May develop project budgets, schedules, work plans, resources requirements, and cost estimates and projections.

May assign duties and responsibilities and coordinate the work of project staff.

May occasionally manage multiple projects.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee in the Agile Scrum Master II title may also perform work listed within the previous level.

***Note**: Any senior-level employee may serve in a supervisory role. Senior-level employees may perform the full range of work listed identified within every level and/or may coordinate, evaluate, oversee, or direct that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the size and complexity of the project, and the employee's related experience, education, and certifications.*

AGILE SCRUM MASTER I: Performs highly complex (senior-level) Scrum Master work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

AGILE SCRUM MASTER II: Performs advanced (senior-level) Scrum Master work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex Scrum Master work and may:

- Act as Agile coach, mentor, and trainer for other Scrum Masters, product owners, developers, and other stakeholders throughout the agency.

- Ensure understanding of Agile core values and principles, use of best practices, consistent approach in product delivery, and effective utilization of Scrum framework for rapid delivery of high quality, high value, working software to the customer.
- Oversee training of staff prior to implementation of technical and/or computer systems; offer advice and guidance during implementation.
- Recommend, develop, and implement strategic planning actions and policy decisions related to the agency's systems.
- Track, monitor, and report on performance of Scrum teams and lead teams in achieving higher levels of Agile knowledge and maturity at a sustainable pace.
- Identify gaps, deficiencies, and areas where teams are underperforming and work with assigned Scrum Masters to develop strategies to help the teams improve and overcome their challenges.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

Knowledge of Agile methodologies and frameworks, life cycles for the development of software or related information systems, software change management principles, and project management and work estimation techniques.

Skill in leading Agile teams, in delivering work products through Agile development, in conflict management and resolution, and in the use of a computer and applicable software.

Ability to analyze, consolidate, and interpret complex data, procedures, and systems; to determine work priorities and coordinate and schedule work assignments to meet agreed-upon deadlines; to work with others to achieve a common goal; to adjust to changing workplace demands; to meet the needs and expectations of internal and external customers; to monitor project status; to prepare and/or analyze project cost estimates; to communicate effectively; and to supervise the work of others.

REGISTRATION, CERTIFICATION, OR LICENSURE

May require certification as a Certified Scrum Master (CSM), Professional Scrum Master (PSM), Agile Certified Practitioner (PMI-ACP), SAFe Scrum Master, or Certified Agile Leadership (CAL).