



## Job Description – Configuration and Release Manager

### Description of Roles and Responsibilities

#### IDENTITY

Position Title	: Configuration and Release Manager	Prepared by	: M.Sutton, A. Sumanto, J. Sauer	Date	: 10 Apr 2013
Department	: Information Technology				
Location	: Head Office Jakarta	Approved by	:		
Reporting to	: Head of IT QA / QA Manager		(_____)		(_____)

#### PURPOSE

(Summarize in one statement why this position exists, *within* what limits and *with* what objectives)

To manage and execute configuration management process and end to end release management process for technology solutions delivered through the execution of IT projects and IT support activities.

#### DIMENSION / SIZE

Financial :	Non Financial
–	<u>No. of subordinates:</u>
	– Direct: 0, Indirect: 0
	<u>Kind of subordinates:</u>

#### NETWORK OF INTERACTION

Internal Role	Nature, Purpose & Frequency
<b>Quality Manager</b>	Regular updates in relation to activities, task progress, blockers and quality of deliverables.
<b>Key Business Unit Stakeholders</b>	Ongoing clarification and interaction in relation to projects, enhancement and production support requests being handled for the business unit.
<b>IT Project Manager</b>	Regular liaison to estimate configuration and release management effort, report blockers, and inform on the progress of project tasks and activities.
<b>Applications Manager</b>	Regular liaison to estimate configuration and release management effort, report blockers, and inform on the progress of release and configuration management for enhancements and fixes.
<b>UAT Test Team</b>	Regular liaison to prepare release and environment configuration for UAT testing activities and support the team UAT team for CM & RM issue
<b>IT Infrastructure Team</b>	Frequent liaison on establishing testing environments, databases, and release configuration for development and testing (SIT and UAT) activities
<b>Application Developers</b>	Regular liaison on the configuration change control activities (e.g. source code management control), continuous integration, and release configuration preparation.
<b>IT Vendors</b>	Ongoing liaison throughout a project or enhancement/fix release to ensure governance of related CM & RM process and procedure

### Areas of Responsibility

#### *Business Processes*

##### **Configuration Management**

- Creation of project's Software Configuration Management (SCM) Plan document.
- Perform Configuration Management tasks as described in the SDLC process and the project's SCM plan
- Identify, implement, and maintain branching models of configuration items to support project's release requirements and schedules
- Manage the configuration change's conflict resolution process to ensure integrity and quality software configuration items.
- Oversee the configuration change management process and procedure.
- Ensure effective use of configuration management and release management tools.
- Adhere to configuration and release management disciplines and methodology.
- Perform configuration status accounting and audit on all configuration items and provide related report accordingly
- Collect CM related measurements and report on the process and product status to the PM
- Take a lead role in the execution of:
  - Test environment configuration management.
  - Configuration checks and quality control of release package and release installation manual
  - Creation of the release delivery/deployment package

##### **Change Management**

- Analyze software change request in relation to configuration & release management process and strategy.
- Assist software change management process to be more reliable, efficient and cost effective.
- Adhere to software change management disciplines and methodology.
- Collect and provide ongoing project feedback to software change management organization.

##### **Release Management**

- Creation of Release Plan document for software projects
- Creation of software releases during SDLC phases (development, testing, SIT, UAT, and Production).
- Maintain and Improve continuous integration system for software build and release creation
- Establish Continuous Deployment practices and procedures and tools.
- Establish Engineering completeness criteria including component/module dependencies to gate the delivery of releases into QA for testing
- Establish QA completeness criteria for release of successfully tested software component/module and their dependencies to gate the delivery of releases to Deployment/Operation groups
- Monitor and report software release dependencies throughout projects.
- Help cross-projects and program planning to oversee release dependencies and solve conflicts
- Escalate issues or problems to the appropriate stakeholder.

#### *People*

##### **Leadership**

- Inspires co-workers to attain goals and pursue excellence.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Contribute to the review and redesign of processes or procedures, on an ongoing basis, to deliver improved team productivity or efficiency
- Contribute to maintaining operating environments to enable quality assurance within the area of configuration and release management
- Manages the process of innovative change effectively.
- Contribute to the ongoing development of the configuration and release management discipline and

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methodology by developing knowledge on configuration, change and release management tools, methodology, and best practices; and remaining on the forefront of emerging industry practices.

- Continually assure and enforce compliance to company policy and standards, company business practices, and legal and regulatory requirements within assigned responsible areas; take timely actions to report, control, analyze, and rectify any identified vulnerabilities and exceptions.

### Customer

- Liaise with IT and business stakeholders to ensure testing meets all defined requirements and quality expectations and to report progress and results of testing activities.

As well as any other tasks or responsibilities assigned from time to time by management.

## Competencies

### Behavioral Competencies (Lominger)

#### Essential

<b>Problem Solving</b>	Uses rigorous logic & methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious.
<b>Technical Learning</b>	Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product or technical knowledge.
<b>Written Communications</b>	Is able to write clearly & succinctly in a variety of communication settings & styles; can get messages across that have the desired effect.
<b>Time Management</b>	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
<b>Process Management</b>	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
<b>Drive for Results</b>	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line orientated; steadfastly pushes self and others for results.
<b>Negotiating</b>	Can negotiate skillfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

Technical Competencies/ Experience	
Essential	
<b>Formal education/Training/accreditation</b>	S1 - Information Technology Relevant technical certifications
<b>Leadership / Management experience</b>	Strong experience gained in leading teams (2+yrs)
<b>Knowledge and experience of configuration &amp; release management.</b>	3+yrs. Experience of handling complex configuration and release management.
<b>Experience in producing relevant documentation</b>	Typical documentation would include: <ul style="list-style-type: none"> <li>• Software Configuration Management Plan</li> <li>• Configuration and Release Management Policy and Procedures</li> <li>• Configuration Status Accounting Report</li> </ul>
<b>Analytical Background</b>	Ability to think across multiple systems, applications & architectures.
<b>Knowledge &amp; experience of SCM, RM and related tools</b>	<ul style="list-style-type: none"> <li>• JIRA – Defect &amp; Tasks management or equivalent</li> <li>• Project Management tools</li> <li>• SVN – Subversion SCM or equivalent</li> <li>• CI – Continuous integration, Jenkins or equivalent</li> <li>• CD – Continuous deployment</li> <li>• Build Tools, Maven or equivalent</li> <li>• TOAD and/or SQL Developer – Database tools or equivalent</li> <li>• Eclipse</li> </ul>
<b>Familiarity with formal SDLC methodologies</b>	<ul style="list-style-type: none"> <li>• V Model</li> <li>• Agile</li> <li>• Waterfall</li> </ul>
Desirable	
<b>Domain knowledge</b>	Insurance or Financial Services - in particular the Life and Personal Lines Insurance Industry and corporate standards.
<b>General knowledge of SDLC</b>	Experience in all aspects of the SDLC (analyst, developer & tester)

### Desired Personal Attributes

#### Personal Attributes

- Experience at working both independently and in a team-oriented, collaborative environment is essential.
- Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Reacts to project adjustments and alterations promptly and efficiently.
- Flexible during times of change.
- Excellent analytical skills
- Systematic approach to planning and execution of Configuration Management and Release Management tasks
- Persuasive, encouraging, and motivating.
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments.
- Ability to defuse tension among project team, should it arise.
- Ability to bring project to successful completion through political sensitivity.
- Strong written and oral communication skills.
- Strong interpersonal skills.
- Must be able to learn, understand, and apply new technologies.
- Passion for staying current on trends, tools and best practices in configuration, build, and release engineering
- Customer service skills an asset.
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial.
- Passion towards quality assurance and continuous improvement
- Being tenacious.