Reports to:	Director of IT and PMO	Department:	IT/PMO
Classification:	Exempt	Last Updated:	10/6/2022

Job Summary:

Scrum Master will act as a servant leader by facilitating the Agile process from initiation through completion, focusing on delivery of value in the shortest time. Provide and promote clear communication within project teams and to stakeholders. Serve as liaison between the product owner, development/engineering team, and business stakeholders to ensure that all targets and requirements are met. Act as coach to the development and product teams to ensure they follow scrum framework values and agile practices, mentor and motivate teams to improve processes. Ensure that team members understand project objectives, focusing on cross-functional accountability, teamwork, and iterative progress toward well-defined goals. Maintain product backlog and release plan, promote productivity by setting up meetings, facilitate decision making processes, and removing impediments that may obstruct the pursuit of project goals. Preserve flexibility and ability to rapidly respond to changes. The Scrum Master will take a lead role in the PMO to develop and manage the framework for a wide range of IT and corporate projects.

Essential Functions:

- Develop, implement, and advocate the policies, processes, and practices of the PMO.
- Use project management, agile and scrum methodology values, principles, and practices to plan, manage, and deliver solutions for IT, PMO, and new product development initiatives.
- Drive the agile framework ensuring high quality product delivery and continuous improvement.
- Provide thought leadership and coach leaders, teams, and stakeholders in agile practices and mindsets.
- Schedule and facilitate scrum events (sprint planning, daily scrum, sprint review, and sprint retrospective), other meetings as needed, one-on-one meetings, and decision-making processes.
- Ensure the team's work aligns with priorities and the overall schedule and the team is fully deployed.
- Track, mitigate, and remove impediments, issues, and conflicts to enable teams to rapidly respond to changes.
- Ensure dependencies, milestones, risks, action items, issues, and decisions are understood and proactively managed against expectations.
- Responsible for visibility, communication, collaboration, and coordination across multi-functional teams and stakeholders.
- Develop and oversee agile scope management process and customer acceptance throughout the delivery cycle.
- Work with the business analyst team to plan and organize demos and product/system testing.
- Ensure all training and transition management activities are in place and executed.
- Monitor budget and resource levels and advise principals as to developing trends and prepare periodic variance projections.
- Monitor progress and performance through team metric reporting and provide summary reports and status updates to stakeholders and leadership.
- Pursue continuing education to stay current and provide ongoing training to the organization on scrum, agile and project management methodologies, principles, and processes.

Job Qualifications:

- Bachelor's degree in computer science, information technology, or a relevant field required.
- Certified scrum master.
- PMP certification desired.
- 3+ years of experience as a scrum master or in a similar role.
- In-depth knowledge of traditional project management principles and practices.
- Working knowledge of agile methodology, techniques, artifacts, and frameworks, such as Scrum or Kanban, to deliver solutions.
- Ability to establish a data-driven culture and a repeatable, structured, and disciplined approach to the Agile process.
- Planning and problem solving with product management and delivery teams.
- Leadership and management experience with proven servant leadership skills.
- Experience overseeing multi-functional project teams.
- Experience facilitating meetings at multiple levels of an organization and an understanding of facilitation techniques.
- Outstanding communication, presentation, facilitation, negotiation, and coaching skills.
- Excellent people and project management skills.
- Strong analytical, problem-solving, and conflict-resolution skills.
- Strong organizational skills and attention to detail.