



ICON Coaching Roles, Responsibilities, & Requirements

Job Title	Role Requirements and Descriptions
SAFe® and DevOps Transformation Coach	<ul style="list-style-type: none"> a. Certified SAFe® Program Consultant Trainer (SPCT), ICON SPCT candidate, SAFe® Fellow, or equivalent experience. b. Demonstrated experience in designing Agile, SAFe®, and DevOps Transformation solutions, matched to multiple unique customer situations. c. Experienced in successful implementation of organization and behavioral change. d. Recognized for business acumen, well-practiced consulting skills, and ability to sustain high-level customer relationships. e. Conduct Agile Readiness or Maturity Assessments. f. Develop a common understanding of Agile, Lean, SAFe® and DevOps principles with the Leadership team to articulate a vision, roadmap, and plan for the Transformation. g. Develop a sustainable Agile and DevOps CoE, Agile working groups, and an internal Agile community. h. Identify and coach internal champions to remove reliance on external coaches.
SAFe® Portfolio Coach	<ul style="list-style-type: none"> a. Experienced in facilitating people and processes to build systems and solutions that meet strategic initiatives. b. Guide and co-author the Transformation plan with Senior Leadership and the Transformation coach, if different. c. Work with the Transformation leaders and senior internal coaches to build Lean Culture leadership; plan the “bridge” between the Business functions and solution delivery teams. d. Support implementation of the business strategy through programs that develop and maintain the company’s value-added products and services. e. Guide the Value Streams to be identified, fostered, monitored, and continuously improved.

	<ul style="list-style-type: none"> f. Guide Investment Funding for allocation to ongoing programs and new initiatives, in accordance with business strategy and current strategic themes. g. Assist with the reinforcement and anchoring of Lean/Agile values into the company culture. h. Provide portfolio context and Life-Cycle Governance; including Program backlog creation, prioritization, and refinement. i. Coach Lean Portfolio Management team members, Enterprise Architects, and Epic Owners in their new responsibilities; including Portfolio backlog creation, prioritization, and refinement.
<p>SAFe® Program Coach</p>	<ul style="list-style-type: none"> a. Experienced in preparing, planning, training, and coaching Agile Release Trains (ARTS). b. Guide development of a program vision and roadmap for modifying Agile adoption, including strong metrics and reporting systems, for continuous improvement. c. Coach senior and middle managers in their new responsibilities. d. Coach Business Owners, Product Managers, and System Architect/Engineers in their new responsibilities; including Program backlog creation, prioritization, and refinement. e. Coach Release Train Engineers (RTEs) in their new responsibilities. f. Coach Agile teams, Scrum Masters, and Product Owners in their new responsibilities. g. Conduct regular Inspect and Adapt Workshops to discover improvement opportunities. h. Develop and help collect usable metrics for management and executives. i. Provide support and education for improving estimates during PI Planning. j. Develop a sustainable Agile CoE, Agile working groups, and an internal Agile community. k. Identify and coach internal champions to remove reliance on external coaches.
<p>SAFe® Team Coach</p>	<ul style="list-style-type: none"> a. Experienced as a coach and trainer for Agile and SAFe® teams.

	<ul style="list-style-type: none"> b. Create a culture of self-organization, where learning and innovation can flourish. c. Remove impediments within a team’s control and escalate those outside of the team’s control. d. Protect the team from outside sources of disruption. e. Facilitate and coach teams on effective ceremony execution (standups, estimation, backlog refinement, demonstrations, and retrospectives). f. Ensure team's progress/success and measures are highly visible to stakeholders and the team (backlogs, burndown charts, release details etc.). g. Support the product owner with the communication of updates and impediments as well as with backlog maintenance. h. Improve the team's engineering practices by encouraging TDD, pair programming, test automation, continuous integration, and collective ownership. i. Ensure team adheres to the client’s Agile process and working agreements regarding cadence, tool usage, and a variety of procedures that must be synchronized to be effective. j. Assist key business users (product owners and business analysts) with backlog creation and refinement.
<p>DevOps (Technical) Program Coach</p>	<ul style="list-style-type: none"> a. Experienced in leadership and coaching in large Scaled Agile DevOps projects. b. Locate and asses specific root causes of delivery pain, establish baseline metrics, and create an action plan to deliver measurable DevOps improvements. c. Align DevOps goals with strategic business objectives, establish measurable performance goals, and define the highest-value, shortest-lead-time path to success. d. Align Leaders, Development, and Operations on principles of continuous delivery and prepare them to execute the DevOps action plan within a SAFe® context.

	<ul style="list-style-type: none"> e. Guide the development of a DevOps culture through targeted people, process, and technology improvements and maximize value delivered by SAFe® initiatives. f. Advise on various application and infrastructure hosting models, including cloud, on-premises, hybrid, and architect delivery pipelines that best enable the client’s delivery and operational objectives. g. Facilitate and support the mindset, culture and set of technical practices that foster communication, collaboration, and cooperation among all Enterprise, Program, and Team members needed to develop, test, deploy and maintain a solution.
<p>DevOps (Technical) Team Coach</p>	<ul style="list-style-type: none"> a. Experienced in configuration management, continuous integration, test-driven development, deployment, DevOps, and related technical practices. b. Coach Agile Release Train (ARTs) teams to adopt and enable continuous integration (CI) and continuous delivery (CD) practices throughout SAFe® Program Increments to realize more frequent, higher-quality system demos and releases. c. Provide training and hands-on workshops in Pair Programming, BDD, TDD, CI/CD, test automation and related technical practices. d. Work with SAFe® Systems Teams and other Dev, QA, and Ops personnel to integrate software assets from the teams, perform end-to-end testing, assist with deployment, and facilitate frequent System Demos. e. Work with Dev, QA, and Ops teams to modernize the DevOps tool chain; extract maximum value from existing tools; install, configure, and optimize best of breed tools. f. Define appropriate DevOps performance metrics, establish relevant telemetry and reporting throughout the delivery pipeline, and leverage captured data for CI.