



## **Scrum Master**

Location: Sunnyvale, CA

Job #: 071

**KANA**, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience. **Lagan Technologies**, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then this is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

The ideal candidate will have strong project/program management background, but has successfully transitioned to a Scrum Master role. We are looking for an individual that is passionate about Agile and can inspire and guide the teams towards "Agility".

### **Duties and Responsibilities**

- Enforce Scrum rules, process and values
- Help the team improve, take responsibility for their actions and problem solve themselves
- Facilitate the team's progress toward iteration goals
- Challenge the old norms of development while keeping team focused on iteration goals
- Address any issue that's blocking/distracting the team from focusing on achieving the iteration goals
- Design, implement and maintain Information Radiator

### **Experience:**

- Certified Scrum Master with 4+ years project management experience and 2+ years of Scrum Master experience
- Experience coaching teams in the early phase of an Agile/Scrum rollout

### **Critical Attributes:**

- Through understanding of Agile frameworks and values as well as traditional software development lifecycle
- Must be "self-motivated" as well as creative and efficient in proposing solutions to complex, time-critical problems
- Excellent interpersonal skills, ability to work with diverse personality types
- Experience delivering commercial product to market, including implementation, deployment and support
- Ability to deal with multiple projects and deadlines
- Strong analytical and problem solving skills with a high attention to detail
- PMP, CSP or CSC preferred

**Travel:** 5-10%

**Office Location:** KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL.

KANA offers a highly competitive total rewards compensation and benefits package.

Interested parties encouraged to apply by sending their updated resume/CV via email: to [career@kana.com](mailto:career@kana.com) referring the applicable Job #. EOE