



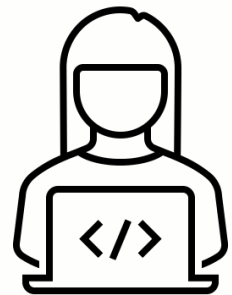
# Infrastructure Engineering

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Technology Job Family

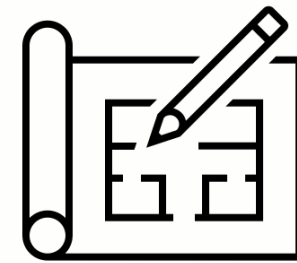
# Infrastructure Engineering

## Competency List



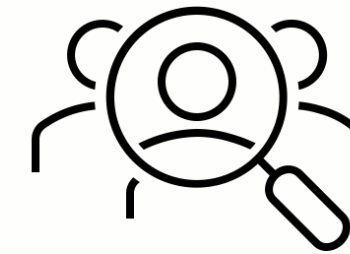
### Technical Expertise

*Demonstrates full stack engineering and infrastructure expertise across diverse and relevant technical functions and platforms across Global Technology*



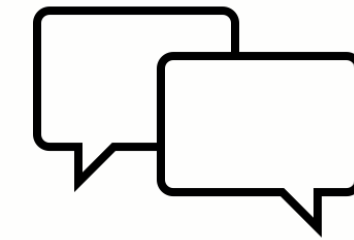
### Deliver to a Plan With Quality

*Ability to oversee or support a technology area with multiple engineering squads to ensure delivery of technical products against a defined roadmap and budget*



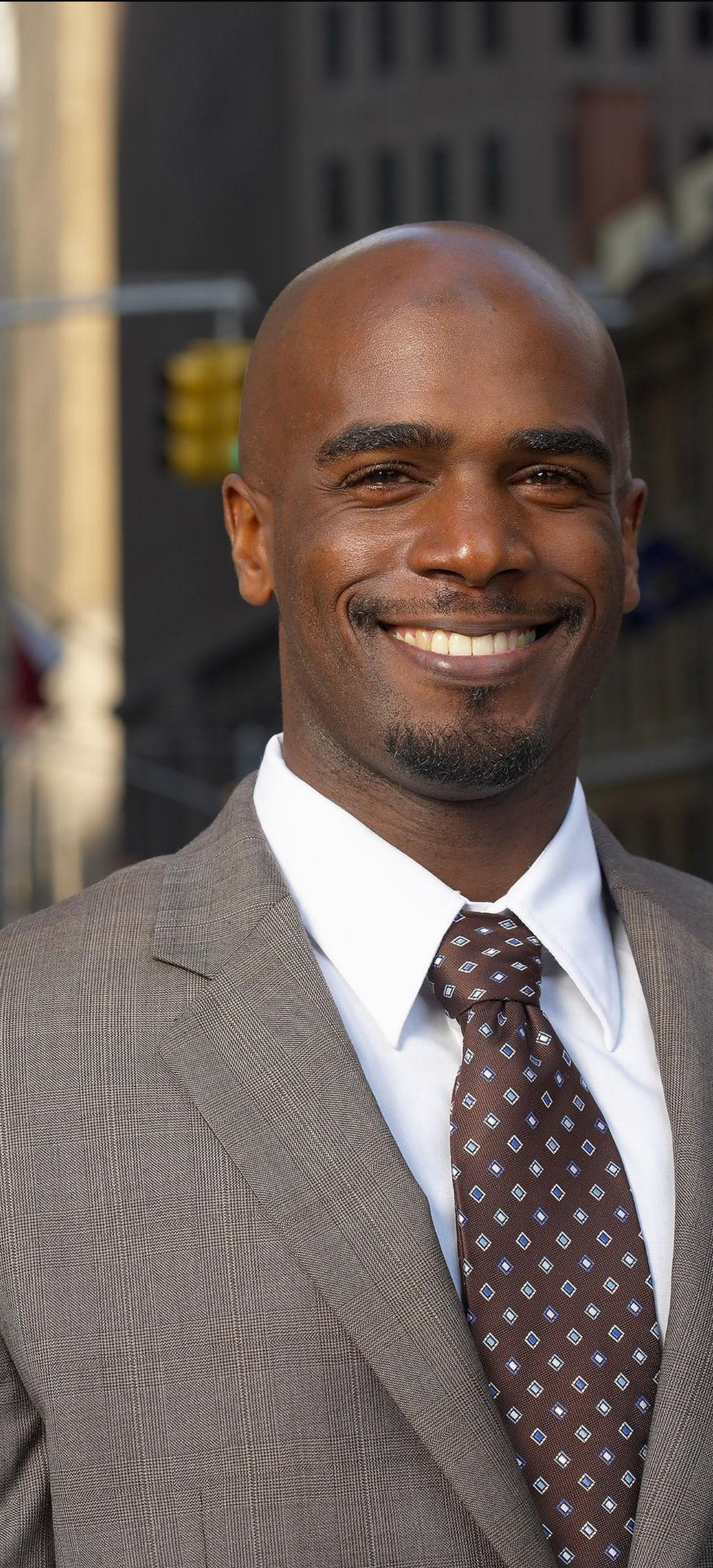
### Customer Obsession

*Ability to understand relevant business plans and work closely with customers to focus on the most impactful work for them*



### Influencing

*Ability to champion technical architecture/ technology and development needs with cross functional stakeholders*



# Technology Expertise

| Skill                                          | Skill Details                                                                                                                                                                                                                                                                           |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Functional product knowledge                   | Understand the functionality, work flows, and relate them to technology products. relate product features to user scenario and analyze/understand real life impact in the specific business context.                                                                                    |
| Requirements gathering                         | Ability to understand user requirements and translate business requirements into technical language using various requirement analysis tools and techniques (functional flow diagrams, activity diagrams, blueprint, storyboard, business analysis, process mapping, etc.)              |
| System design                                  | Understand the process of defining the architecture, modules, interfaces, and data for a system to satisfy specified requirements. systems design could be seen as the application of systems theory to product development.                                                            |
| Agile mindset & delivery                       | Practices approach discovering requirements and developing solutions through the collaborative effort of self-organizing and cross-functional teams and their customer/end-user.                                                                                                        |
| Software service optimization                  | Conducts site optimization (site monitoring, site reliability improvement, performance improvements, fixing site issues, capacity optimization and availability management) and infrastructure scalability (scalability and infra baselining) on a periodic basis                       |
| Configuration management, processes, and tools | Follow the process (e.g. naming standards, folder structures, version control etc.), Check in/ Check out the latest versions and maintain product versions in line with specific product requirements & practice protocol                                                               |
| Infrastructure processes and tools             | Knowledge of infrastructure concepts and processes like commissioning /decommissioning of servers, OS administration , storage, email etc. Knowledge of tools, techniques used in infrastructure area like OS administration, storage, back up, email accounts, scheduling , AD or LDAP |



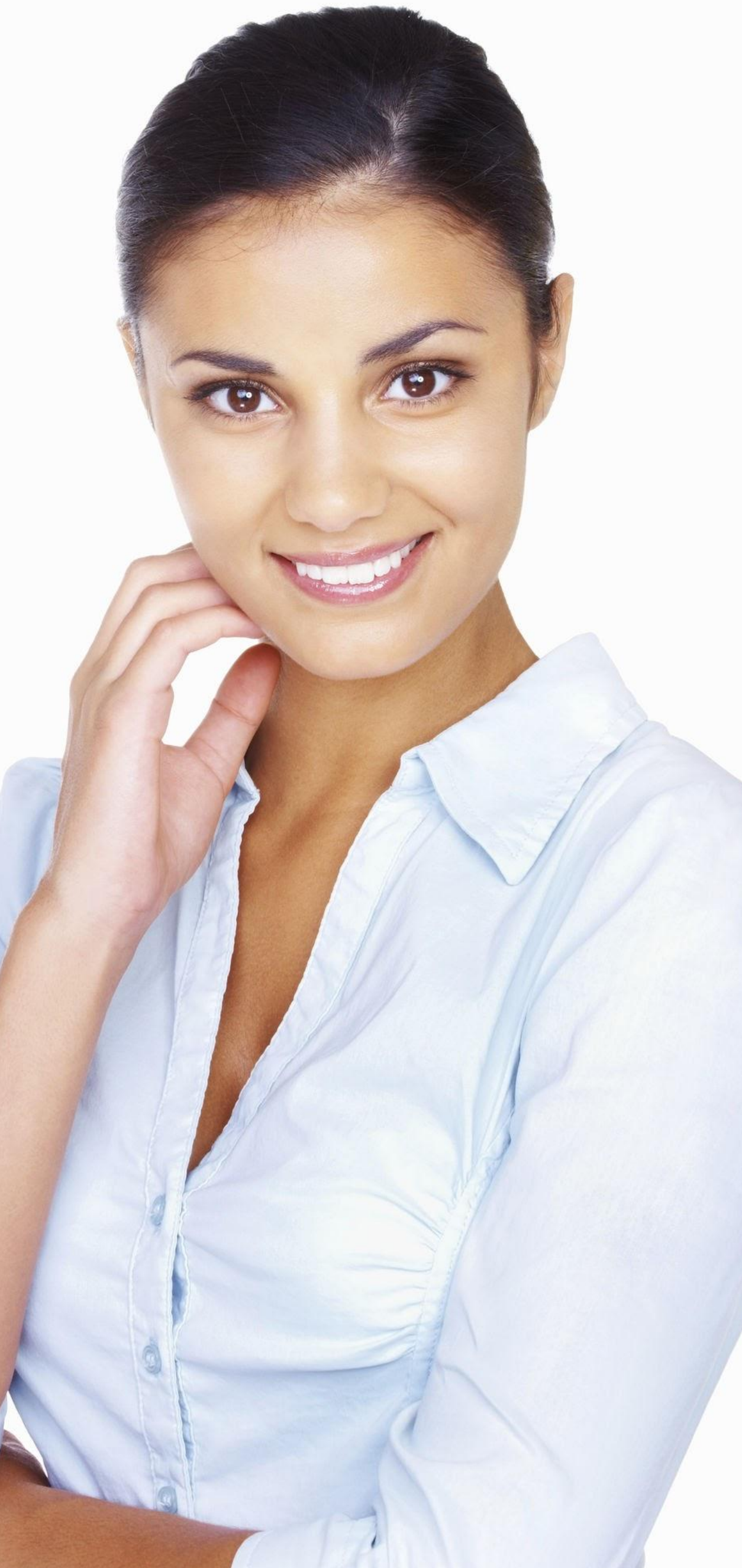
# Technology Expertise, cont.

| Skill                                     | Skill Details                                                                                                                                                                                                                                                                          |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enterprise architecture                   | Create a well-defined practice for conducting enterprise analysis, design, planning, and implementation, using a comprehensive approach at all times, for the successful development and execution of strategy.                                                                        |
| Machine learning                          | Understand The study of computer algorithms that improve automatically through experience. It is seen as a subset of artificial intelligence.                                                                                                                                          |
| System administration                     | Ability to manage one or more systems, such as software, hardware, servers, or workstations. The goal is to ensure the systems are running efficiently and effectively.                                                                                                                |
| Cloud management (AWS, AZURE, and Oracle) | Knowledge of cloud computing service for building, testing, deploying, and managing applications and services through Microsoft, Amazon, or Oracle managed data centers.                                                                                                               |
| Information Security                      | Understand Processes and methodologies which are designed and implemented to protect the print, electronic, or any other form of confidential, private, and sensitive information or data from unauthorized access, use, misuse, disclosure, destruction, modification, or disruption. |



# Deliver to a Plan with Quality

| Skill                | Skill Details                                                                                                                                                                                                                                                                                                                                          |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sprint planning      | Understand scrum team’s goals, including features to be added or improvements required to the existing system, prioritize items from the product backlog to be delivered during the current sprint.                                                                                                                                                    |
| Resource management  | Identify the process of pre-planning, scheduling, and allocating your resources to maximize efficiency. a resource is anything that is needed to execute a task or project — this can be the skill sets of employees or the adoption of software.                                                                                                      |
| Knowledge management | Use Knowledge management tools (such as Solution Manager, SM7/SM9, wiki etc.)<br><br>Knowledge of techniques and concepts as applicable (Wall of Reference, Reverse KT, Pair Programming & Navigator Driver concepts, daily stand-up calls, collaborative/cross-location retrospectives, osmotic communication patterns, feature/component teams etc.) |



# Customer Obsession

| Skill               | Skill Details                                                                                                                                                                                                                                                                              |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Needs assessment    | Create a systematic process for determining and addressing needs, or "gaps" between current conditions and desired conditions or "wants". the discrepancy between the current condition and wanted condition must be measured to appropriately identify the need..                         |
| Customer engagement | Create a customer journey that engages a population of customers with changing profiles, demands and buying patterns, and enhances their experience with Nike.<br><br>Identify and implement various business processes and initiatives that build customer loyalty and improve retention. |
| User empathy        | Understand and see the user's perspective, identify with them and represent them when making decisions                                                                                                                                                                                     |
| Data advocacy       | Be the trusted advisor to businesses, advise on analysis of data & build systems to manage, measure & archive efficiently                                                                                                                                                                  |



# Influencing

| Skill                                  | Skill Details                                                                                                                                                                                                                                                                                                |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Collaboration                          | Understand the process of two or more people, entities, or organizations working together to complete a task or achieve a goal. Collaboration is similar to cooperation. Most collaboration requires leadership, although the form of leadership can be social within a decentralized and egalitarian group. |
| Stakeholder management & communication | Identify the process by which you organize, monitor, and improve your relationships with your stakeholders.                                                                                                                                                                                                  |
| Influencing                            | Use diverse levers to gain alignment on key design decisions on the product across various stakeholder groups (product management, business, engineering) while ensuring win-win outcomes                                                                                                                    |