New – expanded range of skills profiles

SFIA FOUNDATION

A selection of more than 70 illustrative SFIA skills profiles

A quick-start guide to creating skills-based responsibilities for your roles.

March 2026

SFIA 9 - illustrative skills profiles

Generic mappings of SFIA 9 skills to recognised role families or career families. By looking across the industry, across different countries and users we can provide a useful starting point for creating a SFIA-based skills profile for common roles.

The SFIA framework is flexible by design...

- it does not prescribe or define jobs, roles, organisation structures or career paths
- instead - SFIA describes the skills that roles, jobs or career steps require
- this enables organisations of different shapes and sizes to create their own – built on a robust and proven framework

However – and based on significant demand from SFIA's users - we have collated **a set of generic mappings of SFIA skills** for the industry's most common role families...

- these provide a quick-start list of the most relevant SFIA skills for a selection of common roles.
- your own skill mappings will be specific to your context. You should tailor the mappings on this page to reflect your needs.
- the mapping does not include recommendations for SFIA levels.
- you will need to determine the level of responsibility of your own roles to assign SFIA skills and skill levels.

If you want to use these for your own organisation – here are some guidelines to help you.

- Do not use these without tailoring for your own use
- Take some time to learn about the SFIA framework and clarify what you are trying to achieve and the outcomes you want from skills profiles
- Read the guidance available on the website - see Building SFIA-based skills profiles.
- Your organisation's priorities and context will drive the skills and competency levels required
- You will need to look at the SFIA levels to determine the relevant competency levels for your own jobs/roles
- If you can't find what you are looking for try the SFIA views, the full framework view or the A-to-Z search
- Do not include too many SFIA skills per role - 5 to 7 skills is a pragmatic number to provide focus. Many roles need fewer.
- These generic roles do not imply an organisation or team design. SFIA is a great framework to support organisation design - but be aware that organisation design is a specialised activity.
- For example - larger organisations may have specialised jobs/roles - where smaller organisations may combine several roles into one job.

SFIA Partners and SFIA Consultants are available for advice and implementation support. Full details are available here.

We also recommend SFIA Accredited Training which can teach you how to map SFIA skills to your own roles.

The SFIA User Forum page is here and includes guidance on job architectures and skills-based job analysis.

What's in the tables

1. **Name and a brief description** of the grouping, e.g. the Information and cyber security role family
   - this may be sub-divided e.g. Security operations, Information security audit and compliance, Information security strategy and management

2. **Example job titles** - this is illustrative only.
   - Job titles vary considerably between industries, employers, countries
   - Prefixes for career steps/job grades also vary (e.g. lead, senior, junior, principal, vice president, head of, director of)
   - For these reasons - the SFIA framework does not specify job titles but does describe levels of responsibility

3. **Look at these SFIA skills first** group: these are skills that are frequently in roles of this type across many organisations.

   They are a sensible place to start, but they are: not mandatory, not a minimum requirement and not exhaustive.

4. **Other SFIA skills to consider** - These SFIA skills may be relevant in selected instances of the role, depending on organisational context, role scope, seniority or specialisation.

   They are not optional extras and are not secondary in value. In some roles, these skills may be central.

5. The skill names are **live hyperlinks to the full skill description**.

6. The SFIA skill code and the range of levels available for each skill is also displayed.

Table of contents — click a role to jump to that page

Agile change agents ... 7
Agile product management ... 8
Delivery management practitioners ... 9

Application development practitioners ... 10
Application platform management practitioners ... 11
Application support practitioners ... 12

Architecture practice management ... 13
Data architecture practitioners ... 14
Enterprise architecture practitioners ... 15
Network architecture practitioners ... 16
Solution architecture practitioners ... 17
Technical architecture practitioners ... 18

AV Installation Engineer ... 19
AV Support Engineer ... 20
AV Systems Designer ... 21

Business analysis practice management ... 22
Business analysis practitioners ... 23

Change management practitioners ... 24

Computational science practitioners ... 25

Data analytics practitioners ... 26
Data engineering practitioners ... 27
Data governance practitioners ... 28
Data operations practitioners ... 29
Data science practitioners ... 30
Machine learning engineering practitioners ... 31

Performance analysis practitioners ... 32

DevOps automation engineer ... 33
DevOps practice management ... 34
Platform engineer ... 35
Site reliability engineer (SRE) ... 36

Bid management practitioners ... 37
Digital marketing practitioners ... 38
Sales and sales support practitioners ... 39

Accessibility practitioners ... 40
Content design practitioners ... 41
Graphic design and visual communication practitioners ... 42
Interaction design practitioners ... 43
Service experience design practitioners ... 44
Technical writing practitioners ... 45
User experience practitioners ... 46
User research practitioners ... 47

Technology finance practitioners ... 48
Technology procurement practitioners ... 49

Organisation design practitioners ... 50
Resource management practitioners ... 51
Workforce planning practitioners ... 52

Incident management practitioners ... 53
Penetration testing practitioners ... 54
Security architecture practitioners ... 55
Security leadership, strategy and management ... 56

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Table of contents — click a role to jump to that page

Security operations 57
Security risk management, audit and compliance 58
Vulnerability analysis practitioners 59

Learning & development (L&D) practitioners 60
Teaching practitioners 61

Product management practitioners 62
Service ownership practitioners 63

Project delivery practice management 64
Project delivery practitioners 65

IT Service designer 66
Service desk practitioners 67
Service introduction practitioners 68
Service management architecture practitioners 69
Service operations practitioners 70

Software engineering practice management 71
Software engineering practitioners 72

Chief Data Officer 73
Chief Information Officer 74
Chief Information Security Officer 75
Chief Technology Officer 76

Infrastructure engineers 77
Infrastructure operations practitioners 78
Infrastructure platform management practitioners 79

Testing practice management 80
Testing practitioners 81

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AGILE DELIVERY ROLE FAMILY

Back to Table of contents

ROLE

Agile change agents

Roles responsible for developing, implementing, supporting, guiding, nurturing and improving agile working practices.

Example Job Titles

Scrum Master, Agile Coach

Look at these SFIA skills and levels first:		
Business situation analysis	2-6	BUSA
Organisation design and implementation	3-7	ORDI
Organisational facilitation	4-6	OFCL
Stakeholder relationship management	4-7	RLMT
Innovation management	5-7	INOV
Organisational capability development	5-7	OCDV
Employee experience	4-6	EEXP
Measurement	2-6	MEAS
Learning delivery	2-5	ETDL
Consultancy	4-7	CNSL

Other SFIA skills and levels to consider:		
Methods and tools	2-6	METL
Knowledge management	2-7	KNOW
Organisational change management	2-6	CIPM
Organisational change enablement	4-6	OCEN

Business skills / Behaviours:

In addition to professional skills the SFIA framework also defines a set of workplace skills/behavioural factors which complement technical skills. This holistic approach recognises that success in digital- and technology-related roles requires more than just technical proficiency.

Examples from SFIA include collaboration, communication, creativity, decision-making, a digital mindset, leadership, learning and development, planning, problem-solving, adaptability, an improvement mindset, and security, privacy, and ethics.. These can be combined with the professional skills to match the nature of the role and the organistional context.

Notes:

- The skill names in the table above are live hyperlinks to the full SFIA skill description. The numbers indicate the range of levels of responsibility available for each skill.
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- If you can't find what you are looking for try the SFIA views, the full framework view or the SFIA 9 skills directory
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AGILE DELIVERY ROLE FAMILY

Back to Table of contents

ROLE

Agile product management

Roles responsible for defining, prioritising and delivering product outcomes using adaptive planning and iterative development. Includes managing product backlogs, translating user needs into requirements, and working with development teams to deliver value incrementally. Involves balancing stakeholder priorities, tracking product performance and refining direction based on data and feedback.

Example Job Titles

Product Manager, Product Owner, Release Train Engineer

Look at these SFIA skills and levels first:		
Product management	2-6	PROD
Delivery management	3-6	DEMG
Stakeholder relationship management	4-7	RLMT
Requirements definition and management	2-6	REQM
Business situation analysis	2-6	BUSA
Feasibility assessment	2-6	FEAS
Customer experience	2-6	CEXP
Measurement	2-6	MEAS
Business process improvement	2-7	BPRE
Innovation management	5-7	INOV

Other SFIA skills and levels to consider:		
User research	2-6	URCH
Deployment	2-6	DEPL
Risk management	2-7	BURM
Demand management	4-6	DEMM
Information systems coordination	6-7	ISCO
Solution architecture	4-6	ARCH
Release management	2-6	RELM
Market research	3-6	MRCH
Selling	3-6	SALE

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AGILE DELIVERY ROLE FAMILY

Back to Table of contents

ROLE

Delivery management practitioners

Roles responsible for leading the day-to-day delivery of digital and technology work, removing blockers, ensuring team health, facilitating agile ceremonies, and enabling continuous flow of value through delivery teams.

Example Job Titles

Delivery Manager, Senior Delivery Manager, Head of Delivery, Agile Delivery Manager, Programme Delivery Manager, Associate Delivery Manager, Head of Agile Delivery

Look at these SFIA skills and levels first:

Delivery management	3-6	DEMG
Stakeholder relationship management	4-7	RLMT
Organisational facilitation	4-6	OFCL
Portfolio, programme and project support	2-6	PROF
Financial management	4-6	FMIT
Organisational change management	2-6	CIPM

Other SFIA skills and levels to consider:

Demand management	4-6	DEMM
Supplier management	2-7	SUPP
Methods and tools	2-6	METL
Release management	2-6	RELM
Measurement	2-6	MEAS
Organisational capability development	5-7	OCDV

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APPLICATION PLATFORM ROLE FAMILY

Back to Table of contents

ROLE

Application development practitioners

Roles responsible for developing reliable, flexible, scalable and secure software applications to support organisational capabilities.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Web Developer, Front End developer, Full Stack Engineer, Back End Developer	Programming/software development	2-6	PROG	Non-functional testing	1-6	NFTS
	Functional testing	1-6	TEST	Systems integration and build	2-6	SINT
	Requirements definition and management	2-6	REQM	Application support	2-5	ASUP
	Release management	2-6	RELM			
	Deployment	2-6	DEPL			

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APPLICATION PLATFORM ROLE FAMILY

Back to Table of contents

ROLE

Application platform management practitioners

Roles responsible for managing the provision of reliable secure software applications which support business capabilities and are easily re-used, maintained and updated to meet current and future organisational needs.

Example Job Titles

Platform Owner, Application Owner, Platform Manager, Head of Platform Engineering

Look at these SFIA skills and levels first:

Application support	2-5	ASUP
Release management	2-6	RELM
Deployment	2-6	DEPL
Stakeholder relationship management	4-7	RLMT
Supplier management	2-7	SUPP
Systems development management	4-7	DLMG

Other SFIA skills and levels to consider:

Demand management	4-6	DEMM
Service level management	2-7	SLMO
Systems and software lifecycle engineering	3-7	SLEN
Methods and tools	2-6	METL
Emerging technology monitoring	4-6	EMRG
Configuration management	2-6	CFMG
Contract management	2-7	ITCM

Business skills / Behaviours:

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APPLICATION PLATFORM ROLE FAMILY

Back to Table of contents

ROLE

Application support practitioners

Roles responsible for operational support of software applications to support organisational capabilities.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Application Support Analyst, IT Analyst, Application Maintenance Analyst	Application support	2-5	ASUP	Stakeholder relationship management	4-7	RLMT
	Problem management	2-5	PBMG	Configuration management	2-6	CFMG
	Incident management	1-6	USUP			
	Change control	2-6	CHMG			

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ARCHITECTURE ROLE FAMILY

Back to Table of contents

ROLE

Architecture practice management

Roles responsible for leading, managing, developing and deploying architects and architecture capabilities.

Example Job Titles

Architecture Practice Leader, Head of Enterprise Architecture, Head of Solutions Architecture, Chief Architect

Look at these SFIA skills and levels first:		
Performance management	4-6	PEMT
Employee experience	4-6	EEXP
Resourcing	2-6	RESC
Professional development	4-6	PDSV
Knowledge management	2-7	KNOW
Stakeholder relationship management	4-7	RLMT
Organisational capability development	5-7	OCDV

Other SFIA skills and levels to consider:		
Demand management	4-6	DEMM
Supplier management	2-7	SUPP
Competency assessment	2-6	LEDA
Learning design and development	2-5	TMCR
Quality management	2-7	QUMG

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ARCHITECTURE ROLE FAMILY

Back to Table of contents

ROLE

Data architecture practitioners

Roles responsible for designing, governing, and evolving the data architecture of an organisation, including logical and physical data models, data flows, metadata frameworks, and data integration patterns.

Example Job Titles

Data Architect, Senior Data Architect, Chief Data Architect, Lead Data Architect, Enterprise Data Architect, Information Architect, Data Integration Architect, Data Modeller, Master Data Architect

Look at these SFIA skills and levels first:		
Data management	2-6	DATM
Enterprise and business architecture	5-7	STPL
Data modelling and design	2-5	DTAN
Database design	2-5	DBDS
Solution architecture	4-6	ARCH
Requirements definition and management	2-6	REQM
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:		
Strategic planning	4-7	ITSP
Emerging technology monitoring	4-6	EMRG
Business situation analysis	2-6	BUSA
Methods and tools	2-6	METL
Specialist advice	4-6	TECH
Information security	2-7	SCTY
Consultancy	4-7	CNSL

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ARCHITECTURE ROLE FAMILY

Back to Table of contents

ROLE

Enterprise architecture practitioners

Roles responsible for developing, maintaining, communicating and governing Enterprise Architectures and roadmaps, ensuring alignment with corporate strategies, business goals and technology strategies and plans.

Example Job Titles

Enterprise Architect, Lead Enterprise Architect, Chief Enterprise Architect, Data Architect, Infrastructure Architect, Innovation Architect, Business Architect, Strategy Architect, Security architect, Cloud architect

Look at these SFIA skills and levels first:		
Enterprise and business architecture	5-7	STPL
Business situation analysis	2-6	BUSA
Requirements definition and management	2-6	REQM
Strategic planning	4-7	ITSP
Methods and tools	2-6	METL
Data management	2-6	DATM
Business process improvement	2-7	BPRE
Data modelling and design	2-5	DTAN
Infrastructure design	2-6	IFDN
Network design	2-6	NTDS

Other SFIA skills and levels to consider:		
Demand management	4-6	DEMM
Information systems coordination	6-7	ISCO
Information security	2-7	SCTY
Feasibility assessment	2-6	FEAS
Emerging technology monitoring	4-6	EMRG
Innovation management	5-7	INOV
Stakeholder relationship management	4-7	RLMT
Organisational capability development	5-7	OCDV
Consultancy	4-7	CNSL
Business modelling	2-6	BSMO

Business skills / Behaviours:

In addition to professional skills the SFIA framework also defines a set of workplace skills/behavioural factors which complement technical skills. This holistic approach recognises that success in digital- and technology-related roles requires more than just technical proficiency.

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ARCHITECTURE ROLE FAMILY

Back to Table of contents

ROLE

Network architecture practitioners

Roles responsible for designing, specifying, and governing network infrastructure architectures including LAN, WAN, cloud networking, and security topology, ensuring resilience, performance, and alignment with technology strategy.

Example Job Titles

Network Architect, Senior
Network Architect, Lead
Network Architect, Cloud
Network Architect, Infrastructure
Architect (Networks), WAN
Architect, Network Design
Engineer, Telecommunications Architect

Look at these SFIA skills and levels first:

Network design	2-6	NTDS
Infrastructure design	2-6	IFDN
Systems design	2-6	DESN
Emerging technology monitoring	4-6	EMRG
Specialist advice	4-6	TECH

Other SFIA skills and levels to consider:

Network support	1-5	NTAS
Non-functional testing	1-6	NFTS
Functional testing	1-6	TEST
Systems integration and build	2-6	SINT
Problem management	2-5	PBMG
Information security	2-7	SCTY
Stakeholder relationship management	4-7	RLMT

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ARCHITECTURE ROLE FAMILY

Back to Table of contents

ROLE

Solution architecture practitioners

Roles responsible for developing, maintaining and ensuring the integrity of end to end technology solutions to address specific project / programme / product requirements and align to technology strategies, architectures and engineering standards.

Example Job Titles

Solutions Architect, Cloud Solutions Architect, Solutions Designer, Cloud Solutions Designer, Cloud Services Architect, Lead Solutions Architect, Product Architect, Domain Architect

Look at these SFIA skills and levels first:		
Solution architecture	4-6	ARCH
Systems design	2-6	DESN
Requirements definition and management	2-6	REQM
Data management	2-6	DATM
Data modelling and design	2-5	DTAN
Infrastructure design	2-6	IFDN
Network design	2-6	NTDS
Database design	2-5	DBDS
Specialist advice	4-6	TECH
Methods and tools	2-6	METL

Other SFIA skills and levels to consider:		
Feasibility assessment	2-6	FEAS
Business situation analysis	2-6	BUSA
Software design	2-6	SWDN
Business modelling	2-6	BSMO
Demand management	4-6	DEMM
Emerging technology monitoring	4-6	EMRG
Information security	2-7	SCTY
Business process improvement	2-7	BPRE
Stakeholder relationship management	4-7	RLMT
Consultancy	4-7	CNSL

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ARCHITECTURE ROLE FAMILY

Back to Table of contents

ROLE

Technical architecture practitioners

Roles responsible for providing detailed technical design and architectural guidance at the implementation level, bridging solution architecture and engineering, ensuring that systems are built to specification, standards, and quality.

Example Job Titles

Technical Architect, Senior
Technical Architect, Lead
Technical Architect, Principal
Technical Architect, Application
Architect, Cloud Technical
Architect, Platform Architect,
Integration Architect

Look at these SFIA skills and levels first:

Infrastructure design	2-6	IFDN
Systems design	2-6	DESN
Requirements definition and management	2-6	REQM
Specialist advice	4-6	TECH

Other SFIA skills and levels to consider:

Software design	2-6	SWDN
Methods and tools	2-6	METL
Feasibility assessment	2-6	FEAS
Sourcing	2-7	SORC
Emerging technology monitoring	4-6	EMRG
Solution architecture	4-6	ARCH
Enterprise and business architecture	5-7	STPL

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AUDIO-VISUAL ROLES

Back to Table of contents

ROLE

AV Installation Engineer

Roles responsible for the physical installation, configuration, testing and commissioning of AV systems and equipment, from site preparation through to system handover.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
AV Installation Engineer, AV Field Technician, AV Commissioning Engineer, Rack Build Technician, AV Systems Integrator	Systems installation and removal	1-5	HSIN	Functional testing	1-6	TEST
	Systems integration and build	2-6	SINT	Configuration management	2-6	CFMG
	Network support	1-5	NTAS			
	Non-functional testing	1-6	NFTS			
	System software administration	2-5	SYSP			

Business skills / Behaviours:
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AUDIO-VISUAL ROLES

Back to Table of contents

ROLE

AV Support Engineer

Roles responsible for the ongoing operational support, fault diagnosis, maintenance and incident resolution of AV systems and the systems they are integrated with.

Example Job Titles

AV Support Engineer, AV Service Desk Analyst, AV Field Support Technician, AV Operations Analyst, Managed AV Services Engineer

Look at these SFIA skills and levels first:

Systems installation and removal	1-5	HSIN
Incident management	1-6	USUP
Problem management	2-5	PBMG
Network support	1-5	NTAS
Infrastructure operations	1-5	ITOP

Other SFIA skills and levels to consider:

Application support	2-5	ASUP
Configuration management	2-6	CFMG
System software administration	2-5	SYSP
Functional testing	1-6	TEST
Non-functional testing	1-6	NFTS

Business skills / Behaviours:

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AUDIO-VISUAL ROLES

Back to Table of contents

ROLE

AV Systems Designer

Roles responsible for translating client and stakeholder requirements into AV system designs, coordinating with allied disciplines (architectural, structural, mechanical, electrical, IT and networking), and producing design documentation for complex AV environments such as lecture theatres, conferencing facilities and specialist environments.

Example Job Titles

AV Systems Designer, AV Solutions Architect, AV Design Consultant, AV Systems Engineer, Technology Integration Designer

Look at these SFIA skills and levels first:

Systems design	2-6	DESN
Network design	2-6	NTDS
Infrastructure design	2-6	IFDN
Hardware design	2-6	HWDE
Systems integration and build	2-6	SINT

Other SFIA skills and levels to consider:

Solution architecture	4-6	ARCH
Requirements definition and management	2-6	REQM
Radio frequency engineering	2-6	RFEN
Functional testing	1-6	TEST
Non-functional testing	1-6	NFTS

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BUSINESS ANALYSIS ROLE FAMILY

Back to Table of contents

ROLE

Business analysis practice management

Roles responsible for leading, managing, developing and deploying business analysts and business analysis capabilities.

Example Job Titles

Business Analysis Practice Leader, Business Analysis Manager, Head of Business Analysis

Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Professional development	4-6	PDSV	Competency assessment	2-6	LEDA
Resourcing	2-6	RESC	Demand management	4-6	DEMM
Performance management	4-6	PEMT	Learning design and development	2-5	TMCR
Stakeholder relationship management	4-7	RLMT	Quality management	2-7	QUMG
Employee experience	4-6	EEXP	Supplier management	2-7	SUPP
Knowledge management	2-7	KNOW			
Organisational capability development	5-7	OCDV			

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BUSINESS ANALYSIS ROLE FAMILY

Back to Table of contents

ROLE

Business analysis practitioners

Roles responsible for investigating operational issues, problems and new opportunities. Finding effective business solutions through improvements in aspects of business operations and business systems.

Example Job Titles

Business Analyst, Junior
Business Analyst, Lead Business Analyst, Principal Business Analyst, Business Systems Analyst, Requirements analyst

Look at these SFIA skills and levels first:

Business situation analysis	2-6	BUSA
Business modelling	2-6	BSMO
Feasibility assessment	2-6	FEAS
Requirements definition and management	2-6	REQM
Stakeholder relationship management	4-7	RLMT
User acceptance testing	2-6	BPTS
Data modelling and design	2-5	DTAN
Business process improvement	2-7	BPRE
Methods and tools	2-6	METL

Other SFIA skills and levels to consider:

Demand management	4-6	DEMM
Benefits management	3-6	BENM
Organisational change management	2-6	CIPM
User experience analysis	2-5	UNAN
Product management	2-6	PROD
Enterprise and business architecture	5-7	STPL
Innovation management	5-7	INOV
Organisational capability development	5-7	OCDV
Consultancy	4-7	CNSL
Strategic planning	4-7	ITSP

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CHANGE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Change management practitioners

Roles responsible for designing, managing, and implementing organisational change initiatives. These roles ensure that changes align with organisational goals, minimise disruption, and support the smooth transition of people, processes, and systems.

Example Job Titles

Change Manager, Senior Change Manager, Change Lead, Change Consultant, Change Programme Manager, Organisational Change Manager, Business Change Manager, Transformation Manager, Change Analyst, Change Specialist, Organisational Development Manager, Change Implementation Manager, Change Delivery Lead

Look at these SFIA skills and levels first:

Organisational change management	2-6	CIPM
Organisational change enablement	4-6	OCEN
Stakeholder relationship management	4-7	RLMT
Organisational facilitation	4-6	OFCL
Benefits management	3-6	BENM
Organisational capability development	5-7	OCDV

Other SFIA skills and levels to consider:

Job analysis and design	3-5	JADN
Organisation design and implementation	3-7	ORDI
Methods and tools	2-6	METL
Consultancy	4-7	CNSL
Business situation analysis	2-6	BUSA

Business skills / Behaviours:

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COMPUTATIONAL SCIENCE ROLE FAMILY

Back to Table of contents

ROLE

Computational science practitioners

Roles responsible for understanding and solving complex problems using advanced computing capabilities. These roles can be found in many scientific disciplines which require the development of models and simulations to understand natural systems.

Example Job Titles

Computational Chemist, Computational Biologist, Research Scientist, Computational Research Assistant

Look at these SFIA skills and levels first:

Scientific modelling	4-7	SCMO
Numerical analysis	4-7	NUAN
High-performance computing	4-7	HPCC
Formal research	2-6	RSCH

Other SFIA skills and levels to consider:

Data analytics	2-7	DAAN
Project management	4-7	PRMG
Data modelling and design	2-5	DTAN
Data science	2-6	DATS
Data visualisation	2-5	VISL
Machine learning	2-6	MLNG

Business skills / Behaviours:

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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Data analytics practitioners

Roles responsible for analysing data to identify patterns, trends, and insights that support decision-making. Developing and applying analytical models and visualisation techniques, collaborating with business stakeholders to translate data findings into actionable. usiness strategies. Ensuring data quality and relevance throughout the analysis process.

Example Job Titles

Data analyst, Business intelligence analyst, Data insights specialist, Reporting analyst

Look at these SFIA skills and levels first:

Data analytics	2-7	DAAN
Business intelligence	2-5	BINT
Requirements definition and management	2-6	REQM
Data visualisation	2-5	VISL
Data management	2-6	DATM

Other SFIA skills and levels to consider:

Stakeholder relationship management	4-7	RLMT
Content design and authoring	1-6	INCA
Business situation analysis	2-6	BUSA
Content publishing	1-6	ICPM

Business skills / Behaviours:

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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Data engineering practitioners

Roles responsible for designing, building, testing and operationalising software and infrastructure components for data pipelines and data stores.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Data engineer, Cloud Data engineer, Cloud Data Architect	Data engineering	2-6	DENG	Software design	2-6	SWDN
	Data management	2-6	DATM	Solution architecture	4-6	ARCH
	Requirements definition and management	2-6	REQM			
	Programming/software development	2-6	PROG			
	Data modelling and design	2-5	DTAN			
	Database design	2-5	DBDS			
	Systems integration and build	2-6	SINT			
	Non-functional testing	1-6	NFTS			
	Functional testing	1-6	TEST			

Business skills / Behaviours:
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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Data governance practitioners

Roles responsible for establishing and enforcing the policies, standards, processes, and accountabilities that ensure data is managed as a high-quality, secure, compliant, and strategically valuable organisational asset.

Example Job Titles

Data Governance Manager, Lead Data Governance Manager, Head of Data Governance, Data Steward, Senior Data Steward, Chief Data Steward, Data Quality Manager, Data Compliance Manager, Data Policy Manager, Information Governance Manager

Look at these SFIA skills and levels first:		
Data management	2-6	DATM
Information and data compliance	4-6	PEDP
Governance	6-7	GOVN
Risk management	2-7	BURM
Information management	3-7	IRMG

Other SFIA skills and levels to consider:		
Quality management	2-7	QUMG
Methods and tools	2-6	METL
Stakeholder relationship management	4-7	RLMT
Quality assurance	2-6	QUAS
Audit	2-7	AUDT
Measurement	2-6	MEAS

Business skills / Behaviours:

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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Data operations practitioners

Roles responsible for data and machine learning models in production. Automation of data extraction and data quality. Managing production performance and resolving production issues.

Example Job Titles

Database Administrator, Cloud Database Administrator, Data operations engineer, ML operations engineer, Data production engineer

Look at these SFIA skills and levels first:

Deployment	2-6	DEPL
Infrastructure operations	1-5	ITOP
Database administration	2-5	DBAD
Configuration management	2-6	CFMG
Change control	2-6	CHMG
Systems integration and build	2-6	SINT
Release management	2-6	RELM

Other SFIA skills and levels to consider:

Incident management	1-6	USUP
Problem management	2-5	PBMG
Technology service management	5-7	ITMG
Functional testing	1-6	TEST
Non-functional testing	1-6	NFTS

Business skills / Behaviours:

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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Data science practitioners

Roles responsible for using scientific methods, processes, algorithms and systems to extract knowledge and insights from structured and unstructured data.

Example Job Titles

Data scientist, Lead data scientist, Quantitative analyst, Data analyst

Look at these SFIA skills and levels first:

Artificial intelligence (AI) and data ethics	3-6	AIDE
Data science	2-6	DATS
Data analytics	2-7	DAAN
Data management	2-6	DATM
Data visualisation	2-5	VISL
Programming/software development	2-6	PROG
Machine learning	2-6	MLNG
Data modelling and design	2-5	DTAN

Other SFIA skills and levels to consider:

Data engineering	2-6	DENG
Innovation management	5-7	INOV
Methods and tools	2-6	METL
Formal research	2-6	RSCH
Emerging technology monitoring	4-6	EMRG
Measurement	2-6	MEAS
Information systems coordination	6-7	ISCO

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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Machine learning engineering practitioners

Roles responsible for designing, building, deploying, and operating machine learning systems and models in production environments, bridging the gap between data science research and scalable software engineering.

Example Job Titles

Machine Learning Engineer, Senior Machine Learning Engineer, Lead Machine Learning Engineer, MLOps Engineer, AI Engineer, Applied ML Engineer, ML Platform Engineer, ML Infrastructure Engineer, AI/ML Engineer

Look at these SFIA skills and levels first:

Machine learning	2-6	MLNG
Data engineering	2-6	DENG
Programming/software development	2-6	PROG
Functional testing	1-6	TEST
Non-functional testing	1-6	NFTS
Application support	2-5	ASUP

Other SFIA skills and levels to consider:

Artificial intelligence (AI) and data ethics	3-6	AIDE
Configuration management	2-6	CFMG
Systems integration and build	2-6	SINT
Methods and tools	2-6	METL
Data management	2-6	DATM
Specialist advice	4-6	TECH
Emerging technology monitoring	4-6	EMRG
Deployment	2-6	DEPL

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DATA AND ANALYTICS ROLE FAMILY

Back to Table of contents

ROLE

Performance analysis practitioners

Roles responsible for collecting, analysing, and interpreting data about the performance of digital products, services, and business outcomes, providing insights that drive continuous improvement.

Example Job Titles

Performance Analyst, Senior Performance Analyst, Lead Performance Analyst, Head of Performance Analysis, Digital Analyst, Web Analyst, Product Analyst, Data Analyst (Performance), Insights Analyst

Look at these SFIA skills and levels first:		
Business intelligence	2-5	BINT
Measurement	2-6	MEAS
Data analytics	2-7	DAAN
Data visualisation	2-5	VISL

Other SFIA skills and levels to consider:		
Delivery management	3-6	DEMG
Methods and tools	2-6	METL
Artificial intelligence (AI) and data ethics	3-6	AIDE
Quality assurance	2-6	QUAS

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DEVOPS ROLE FAMILY

Back to Table of contents

ROLE

DevOps automation engineer

Roles responsible for developing and operating applications and services using automated delivery practices. They write automation and tooling code to create build pipelines, manage configuration and enable reliable, repeatable software deployment.

Example Job Titles

DevOps Engineer, Senior DevOps Engineer, Cloud DevOps Engineer, DevOps Software Engineer, DevOps Automation Engineer, DevOps Pipeline Engineer, CI/CD Engineer, Cloud CI/CD Engineer, Integration Engineer, Build Engineer, Release Engineer, Cloud Release Engineer

Look at these SFIA skills and levels first:

Programming/software development	2-6	PROG
Systems and software lifecycle engineering	3-7	SLEN
Configuration management	2-6	CFMG
Systems integration and build	2-6	SINT
Deployment	2-6	DEPL

Other SFIA skills and levels to consider:

Non-functional testing	1-6	NFTS
Requirements definition and management	2-6	REQM
Software design	2-6	SWDN
Functional testing	1-6	TEST
Release management	2-6	RELM

Business skills / Behaviours:

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DEVOPS ROLE FAMILY

Back to Table of contents

ROLE

DevOps practice management

Roles responsible for leading, managing, developing and deploying DevOps practitioners and DevOps capabilities.

Example Job Titles

Head of DevOps, Lead DevOps Manager, DevOps Practice Lead, Director of DevOps Engineering, DevOps Transformation Manager

Look at these SFIA skills and levels first:

Systems development management	4-7	DLMG
Systems and software lifecycle engineering	3-7	SLEN
Technology service management	5-7	ITMG
Product management	2-6	PROD
Organisational capability development	5-7	OCDV
Quality management	2-7	QUMG
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Measurement	2-6	MEAS
Quality assurance	2-6	QUAS
Demand management	4-6	DEMM
Resourcing	2-6	RESC
Performance management	4-6	PEMT
Employee experience	4-6	EEXP
Professional development	4-6	PDSV
Knowledge management	2-7	KNOW
Learning design and development	2-5	TMCR
Competency assessment	2-6	LEDA

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DEVOPS ROLE FAMILY

Back to Table of contents

ROLE

Platform engineer

Roles responsible for designing, building and operating the shared infrastructure platforms and environments that support automated software delivery. They automate infrastructure provisioning and configuration, enabling development teams to deploy and run services consistently and securely.

Example Job Titles

Platform Engineer, Senior Platform Engineer, Cloud Platform Engineer, Infrastructure Automation Engineer, Infrastructure Engineer, Cloud Infrastructure Engineer, Infrastructure as Code (IaC) Engineer, Cloud Infrastructure as Code (IaC) Engineer, Configuration Management Engineer, Cloud Configuration Management Engineer, Runtime Operations Engineer

Look at these SFIA skills and levels first:		
Infrastructure design	2-6	IFDN
Infrastructure operations	1-5	ITOP
Configuration management	2-6	CFMG
Deployment	2-6	DEPL
Systems integration and build	2-6	SINT

Other SFIA skills and levels to consider:		
Database administration	2-5	DBAD
Vulnerability assessment	2-5	VUAS
Release management	2-6	RELM
Change control	2-6	CHMG
Systems and software lifecycle engineering	3-7	SLEN

Business skills / Behaviours:

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DEVOPS ROLE FAMILY

Back to Table of contents

ROLE

Site reliability engineer (SRE)

Roles responsible for maintaining the reliability, availability and performance of production services. They use monitoring, observability and operational automation to detect issues, manage incidents and improve the resilience and scalability of systems.

Example Job Titles

Site Reliability Engineer, Senior
Site Reliability Engineer, Cloud
Site Reliability Engineer, Service
Reliability Engineer,
Observability Engineer, Cloud
Observability Engineer,
Monitoring Engineer, Cloud
Monitoring Engineer, Reliability
Engineer, DevOps Support
Engineer

Look at these SFIA skills and levels first:

Infrastructure operations	1-5	ITOP
Problem management	2-5	PBMG
Incident management	1-6	USUP
Non-functional testing	1-6	NFTS

Other SFIA skills and levels to consider:

Continuity management	2-6	COPL
Systems and software lifecycle engineering	3-7	SLEN
Change control	2-6	CHMG
Deployment	2-6	DEPL
Data analytics	2-7	DAAN
Service level management	2-7	SLMO
Measurement	2-6	MEAS

Business skills / Behaviours:
In addition to professional skills the SFIA framework also defines a set of workplace skills/behavioural factors which complement technical skills. This holistic approach recognises that success in digital- and technology-related roles requires more than just technical proficiency.

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DIGITAL PRODUCT DEVELOPMENT, SALES AND MARKETING ROLE FAMILY

Back to Table of contents

ROLE

Bid management practitioners

Roles responsible for coordinating and managing the preparation of bids, proposals, and tenders for new business opportunities. Analysing client requirements, developing compliant and compelling bid responses, and managing timelines and inputs from various internal teams. Ensuring bid submissions align with both client needs and company capabilities, while maintaining high standards of quality and accuracy.

Example Job Titles

Bid manager, Proposal manager, Tender coordinator, Bid coordinator

Look at these SFIA skills and levels first:

Bid/proposal management	3-6	BIDM
Stakeholder relationship management	4-7	RLMT
Content design and authoring	1-6	INCA

Other SFIA skills and levels to consider:

Project management	4-7	PRMG
Delivery management	3-6	DEMG
Quality management	2-7	QUMG

Business skills / Behaviours:

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DIGITAL PRODUCT DEVELOPMENT, SALES AND MARKETING ROLE FAMILY

Back to Table of contents

ROLE

Digital marketing practitioners

Roles responsible for planning and executing digital marketing campaigns across various channels. Includes analysing performance metrics, refining strategies, and managing digital tools to drive lead generation and brand awareness. Involves collaboration with content creators and designers to deliver targeted, engaging content.

Example Job Titles

Digital marketing specialist, SEO analyst, Social media manager, Email marketing coordinator

Look at these SFIA skills and levels first:

Digital marketing	2-5	DIGM
Product management	2-6	PROD
Market research	3-6	MRCH
Customer experience	2-6	CEXP
Customer engagement and loyalty	3-6	CELO
Brand management	4-6	BRMG
Marketing campaign management	3-5	MKCM
Marketing management	4-7	MKTG

Other SFIA skills and levels to consider:

Content design and authoring	1-6	INCA
Content publishing	1-6	ICPM
Data analytics	2-7	DAAN

Business skills / Behaviours:

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DIGITAL PRODUCT DEVELOPMENT, SALES AND MARKETING ROLE FAMILY

Back to Table of contents

ROLE

Sales and sales support practitioners

Roles focused on managing client relationships, meeting sales targets, and supporting sales through lead generation, market research, and customer outreach. Includes providing product or service information, analysing sales performance data, and optimising sales approaches.

Example Job Titles

Sales representative, Sales support coordinator, Business development executive, Client relationship manager

Look at these SFIA skills and levels first:		
Selling	3-6	SALE
Sales support	1-6	SSUP
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:		
Customer service support	1-6	CSMG
Data analytics	2-7	DAAN
Business intelligence	2-5	BINT

Business skills / Behaviours:

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

Accessibility practitioners

Roles responsible for ensuring digital products, services, and content are accessible and inclusive to all users, including those with disabilities, through design guidance, testing, auditing, and standards compliance.

Example Job Titles

Accessibility Specialist, Senior Accessibility Specialist, Head of Accessibility, Digital Accessibility Advisor, Web Accessibility Auditor, Assistive Technology Specialist, Accessibility Consultant, Digital Accessibility Specialist, Accessibility Analyst

Look at these SFIA skills and levels first:

Accessibility and inclusion	2-6	ACIN
User experience evaluation	2-6	USEV
Non-functional testing	1-6	NFTS
Specialist advice	4-6	TECH
Quality assurance	2-6	QUAS

Other SFIA skills and levels to consider:

Requirements definition and management	2-6	REQM
Methods and tools	2-6	METL
Learning delivery	2-5	ETDL
User experience analysis	2-5	UNAN
User experience design	2-6	HCEV

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

Content design practitioners

Roles responsible for designing and creating content that meets user needs in the most effective way, deciding what to say, to whom, and in what form, across digital services and products.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Content Designer, Senior Content Designer, Lead Content Designer, Head of Content Design, Content Manager, Digital Content Specialist, Content Producer, Content Developer, Content Publisher, Web Copywriter, Content Analyst, Content Lead	User experience analysis	2-5	UNAN	Stakeholder relationship management	4-7	RLMT
	Content design and authoring	1-6	INCA	Methods and tools	2-6	METL
	Content publishing	1-6	ICPM			

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

Graphic design and visual communication practitioners

Roles responsible for visual communication through the creation of graphics, illustrations, layouts, and visual identity assets, across digital and print media.

Example Job Titles

Graphic Designer, Senior Graphic Designer, Visual Designer, Lead Graphic Designer, Head of Graphic Design, Visual Communication Designer, Visual Communicator, Visual Communication Lead, Junior Graphic Designer, Brand Designer, Illustrator

Look at these SFIA skills and levels first:

Graphic design	1-5	GRDN
User experience analysis	2-5	UNAN
Content publishing	1-6	ICPM
Methods and tools	2-6	METL

Other SFIA skills and levels to consider:

Data visualisation	2-5	VISL
User experience evaluation	2-6	USEV
Requirements definition and management	2-6	REQM
User experience evaluation	2-6	USEV

Business skills / Behaviours:

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

Interaction design practitioners

Roles responsible for the detailed design of how users interact with digital products and services, encompassing interface behaviour, interaction flows, prototypes, and design specifications.

Example Job Titles

Interaction Designer, Senior Interaction Designer, Lead Interaction Designer, Head of Interaction Design, UX/UI Designer, UI Designer, Interface Designer, Interactive Designer, Experience Designer, User Interface Designer

Look at these SFIA skills and levels first:

User experience design	2-6	HCEV
User experience evaluation	2-6	USEV
User experience analysis	2-5	UNAN

Other SFIA skills and levels to consider:

Requirements definition and management	2-6	REQM
Customer experience	2-6	CEXP
Methods and tools	2-6	METL
Data analytics	2-7	DAAN
Data visualisation	2-5	VISL

Business skills / Behaviours:

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

Service experience design practitioners

Roles responsible for designing end-to-end services and experiences that span multiple touchpoints, channels and interactions over time. They analyse user needs, map journeys and design integrated experiences that connect digital, physical and human interactions.

Example Job Titles

Service Designer, Senior Service Designer, Customer Experience Designer, Multi-channel Designer, Product Designer, Customer Journey Designer

Look at these SFIA skills and levels first:		
Customer experience	2-6	CEXP
User experience analysis	2-5	UNAN
User experience design	2-6	HCEV
User experience evaluation	2-6	USEV
Feasibility assessment	2-6	FEAS

Other SFIA skills and levels to consider:		
User research	2-6	URCH
Business process improvement	2-7	BPRE
Business situation analysis	2-6	BUSA
Requirements definition and management	2-6	REQM
Business modelling	2-6	BSMO
Product management	2-6	PROD

Business skills / Behaviours:

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

Technical writing practitioners

Roles responsible for planning, creating, and maintaining technical documentation that clearly explains complex systems, processes, products, and services to varied audiences, ensuring content is accurate, accessible, and fit for purpose.

Example Job Titles

Technical Writer, Senior Technical Writer, Lead Technical Writer, Documentation Specialist, Technical Author, Technical Documentation Manager, API Writer, Policy Writer, Technical Document Writer, Technical Content Manager

Look at these SFIA skills and levels first:

Content design and authoring	1-6	INCA
Content publishing	1-6	ICPM

Other SFIA skills and levels to consider:

Knowledge management	2-7	KNOW
Accessibility and inclusion	2-6	ACIN
Learning design and development	2-5	TMCR
Information management	3-7	IRMG

Business skills / Behaviours:

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

User experience practitioners

Roles responsible for designing and evaluating user experiences across digital products and services. Includes using user research, creating prototypes and wireframes, and testing designs to ensure they meet user needs. Involves collaboration with product, engineering and content teams to deliver intuitive, accessible and engaging interfaces.

Example Job Titles

UX designer, UX analyst, UX architect

Look at these SFIA skills and levels first:

Customer experience	2-6	CEXP
Graphic design	1-5	GRDN
Content design and authoring	1-6	INCA
User experience analysis	2-5	UNAN
User experience design	2-6	HCEV
User experience evaluation	2-6	USEV

Other SFIA skills and levels to consider:

Requirements definition and management	2-6	REQM
Methods and tools	2-6	METL

Business skills / Behaviours:

In addition to professional skills the SFIA framework also defines a set of workplace skills/behavioural factors which complement technical skills. This holistic approach recognises that success in digital- and technology-related roles requires more than just technical proficiency.

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EXPERIENCE DESIGN ROLE FAMILY

Back to Table of contents

ROLE

User research practitioners

Roles responsible for identifying users' behaviours, needs and motivations through observational and investigative research methods. They plan and conduct research studies, analyse findings and provide evidence-based insights that guide the design and improvement of products and services.

Example Job Titles

User Researcher, Senior User researcher, Lead User Researcher, UX Researcher, Design Researcher, Service Design Researcher

Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
User research	2-6	URCH	Market research	3-6	MRCH
User experience analysis	2-5	UNAN	Methods and tools	2-6	METL
User experience evaluation	2-6	USEV	Consultancy	4-7	CNSL

Business skills / Behaviours:

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FINANCE AND PROCUREMENT

Back to Table of contents

ROLE

Technology finance practitioners

Roles responsible for managing and delivering financial leadership, management and operational support for technology organisations

Example Job Titles

Finance Manager, Finance Business Partner, Finance Analyst, Technology Management Accountant, Technology procurement practitioners, FinOps Analyst

Look at these SFIA skills and levels first:

Stakeholder relationship management	4-7	RLMT
Budgeting and forecasting	2-6	BUDF
Cost management	2-6	COMG
Financial analysis	2-6	FIAN
Financial management	4-6	FMIT
Investment appraisal	4-6	INVA

Other SFIA skills and levels to consider:

Demand management	4-6	DEMM
Business intelligence	2-5	BINT
Measurement	2-6	MEAS
Benefits management	3-6	BENM

Business skills / Behaviours:

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FINANCE AND PROCUREMENT

Back to Table of contents

ROLE

Technology procurement practitioners

Roles responsible for managing and delivering procurement leadership, management and operational support for technology organisations.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Head of Procurement, Contract Manager, Contract Analyst, Vendor Manager, Commercial Manager, Supplier Analyst, Commercial Analyst	Sourcing	2-7	SORC	Investment appraisal	4-6	INVA
	Supplier management	2-7	SUPP	Financial analysis	2-6	FIAN
	Contract management	2-7	ITCM	Benefits management	3-6	BENM

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HUMAN RESOURCE AND WORKFORCE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Organisation design practitioners

Roles responsible for defining the structure of organisations and teams, performing job analysis, designing jobs and allocating people in the right places to improve efficiency and increase productivity.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Organisation Development Consultant, Finance and Procurement, Technology finance practitioners	Organisation design and implementation	3-7	ORDI	Workforce planning	4-6	WFPL
	Job analysis and design	3-5	JADN	Stakeholder relationship management	4-7	RLMT
	Organisational facilitation	4-6	OFCL	Competency assessment	2-6	LEDA
				Organisational change management	2-6	CIPM
				Organisational change enablement	4-6	OCEN

Business skills / Behaviours:
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HUMAN RESOURCE AND WORKFORCE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Resource management practitioners

Roles responsible for planning, allocating and optimising people resources across technology teams and programmes. Includes forecasting demand, recruitment, matching skills to assignments, and supporting workforce capacity planning to ensure delivery commitments can be met.

Example Job Titles

Resource Manager, Resource Analyst, Workforce Planning Manager, Workforce Planner, Organisation design practitioners

Look at these SFIA skills and levels first:

Resourcing	2-6	RESC
Workforce planning	4-6	WFPL
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Competency assessment	2-6	LEDA
Contract management	2-7	ITCM
Supplier management	2-7	SUPP
Job analysis and design	3-5	JADN
Business intelligence	2-5	BINT
Data analytics	2-7	DAAN

Business skills / Behaviours:

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HUMAN RESOURCE AND WORKFORCE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Workforce planning practitioners

Roles responsible for analysing and planning workforce composition, capability pipelines, succession needs, and future skills requirements to ensure organisations have the right people, with the right skills, at the right time.

Example Job Titles

Workforce Planner, Senior Workforce Planner, Workforce Planning Manager, Workforce Director, Workforce Adviser, Senior Workforce Adviser, Workforce Data Analyst, Workforce Specialist, Workforce Intelligence Analyst, Capability Planning Manager

Look at these SFIA skills and levels first:

Workforce planning	4-6	WFPL
Business situation analysis	2-6	BUSA
Business intelligence	2-5	BINT
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Organisation design and implementation	3-7	ORDI
Organisational facilitation	4-6	OFCL
Resourcing	2-6	RESC
Organisational change management	2-6	CIPM
Emerging technology monitoring	4-6	EMRG
Data analytics	2-7	DAAN
Budgeting and forecasting	2-6	BUDF

Business skills / Behaviours:

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Incident management practitioners

Roles responsible for analysing, designing, managing and delivering the services required to minimise the negative impact of security incidents and restoring normal service operation as quickly as possible.

Example Job Titles

Incident Analyst, Incident Manager, Major Incident Manager, Lead Incident Manager, Cyber Incident Manager

Look at these SFIA skills and levels first:

Incident management	1-6	USUP
Security operations	1-6	SCAD
Digital forensics	2-6	DGFS

Other SFIA skills and levels to consider:

Continuity management	2-6	COPL
Information security	2-7	SCTY
Functional testing	1-6	TEST
Supplier management	2-7	SUPP
Stakeholder relationship management	4-7	RLMT
Methods and tools	2-6	METL
Business intelligence	2-5	BINT

Business skills / Behaviours:

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Penetration testing practitioners

Roles responsible for identifying, assessing, and reporting security vulnerabilities through authorised offensive security testing.

Example Job Titles

Penetration Tester, Senior Penetration Tester, Lead Penetration Tester, Vulnerability Analyst, Vulnerability Assessment Specialist, Cyber Security Assessor, Security Consultant (Penetration Testing), Ethical Hacker, Red Team Analyst, Application Security Tester

Look at these SFIA skills and levels first:

Penetration testing	2-6	PENT
Non-functional testing	1-6	NFTS
Functional testing	1-6	TEST
Quality assurance	2-6	QUAS
User experience evaluation	2-6	USEV

Other SFIA skills and levels to consider:

Process testing	1-6	PRTS
Methods and tools	2-6	METL
Systems and software lifecycle engineering	3-7	SLEN
Systems development management	4-7	DLMG
Digital forensics	2-6	DGFS

Business skills / Behaviours:

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Security architecture practitioners

Roles responsible for designing and specifying security controls, patterns, and architectures to protect systems, applications, networks, and data, ensuring security is embedded by design across the technology estate.

Example Job Titles

Security Architect, Senior Security Architect, Lead Security Architect, Principal Security Architect, Cloud Security Architect, Cyber Security Architect, Enterprise Security Architect, Information Security Architect

Look at these SFIA skills and levels first:

Information security	2-7	SCTY
Solution architecture	4-6	ARCH
Enterprise and business architecture	5-7	STPL
Emerging technology monitoring	4-6	EMRG
Specialist advice	4-6	TECH

Other SFIA skills and levels to consider:

Information assurance	2-7	INAS
Systems design	2-6	DESN
Network design	2-6	NTDS
Stakeholder relationship management	4-7	RLMT
Risk management	2-7	BURM
Requirements definition and management	2-6	REQM
Vulnerability assessment	2-5	VUAS

Business skills / Behaviours:

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Security leadership, strategy and management

Roles responsible for leading the development, governance and execution of information and cyber security strategies, policies and programmes. Includes building security culture, managing security investment, and providing leadership across risk, compliance and operational security functions.

Example Job Titles

Chief Information Security Officer CISO, Information security manager, Security architect, Cloud Security Architect, Information security analyst, Cyber security manager, Cyber security governance manager, Cyber security analyst

Look at these SFIA skills and levels first:

Information security	2-7	SCTY
Governance	6-7	GOVN
Risk management	2-7	BURM
Information management	3-7	IRMG
Information assurance	2-7	INAS
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Organisational capability development	5-7	OCDV
Enterprise and business architecture	5-7	STPL
Measurement	2-6	MEAS

Business skills / Behaviours:

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Security operations

Roles responsible for day to day execution of security policies and procedures. Using monitoring tools to identify threats and incidents.

Example Job Titles

Cyber Security Technician, Information Security Technician, Security Operations Manager, Infrastructure Specialist, Operations Support Analyst, Security Operations Centre (SOC) Service Desk Analyst, Security Operations Centre (SOC) Analyst

Look at these SFIA skills and levels first:		
Identity and access management	1-6	IAMT
Security operations	1-6	SCAD
Infrastructure operations	1-5	ITOP
Incident management	1-6	USUP
Network support	1-5	NTAS
System software administration	2-5	SYSP
Information security	2-7	SCTY
Asset management	2-6	ASMG
Supplier management	2-7	SUPP
Technology service management	5-7	ITMG

Other SFIA skills and levels to consider:		
Measurement	2-6	MEAS
Specialist advice	4-6	TECH
Knowledge management	2-7	KNOW
Software configuration	2-6	PORT
Systems installation and removal	1-5	HSIN
Problem management	2-5	PBMG
Facilities management	2-6	DCMA
Stakeholder relationship management	4-7	RLMT
Risk management	2-7	BURM
Penetration testing	2-6	PENT

Business skills / Behaviours:

In addition to professional skills the SFIA framework also defines a set of workplace skills/behavioural factors which complement technical skills. This holistic approach recognises that success in digital- and technology-related roles requires more than just technical proficiency.

Examples from SFIA include collaboration, communication, creativity, decision-making, a digital mindset, leadership, learning and development, planning, problem-solving, adaptability, an improvement mindset, and security, privacy, and ethics.. These can be combined with the professional skills to match the nature of the role and the organistional context.

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Security risk management, audit and compliance

Roles responsible for assessing risk and ensuring security systems and operations comply with organisational and regulatory requirements.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
IT auditor, Info sec compliance consultant, Security assessment auditor, Audit manager, Security leadership, strategy and management	Information and data compliance	4-6	PEDP	Consultancy	4-7	CNSL
	Information assurance	2-7	INAS	Measurement	2-6	MEAS
	Risk management	2-7	BURM			
	Process testing	1-6	PRTS			
	Functional testing	1-6	TEST			
	Audit	2-7	AUDT			

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INFORMATION AND CYBER SECURITY ROLE FAMILY

Back to Table of contents

ROLE

Vulnerability analysis practitioners

Roles responsible for identifying, assessing, and reporting security vulnerabilities through vulnerability scanning, and security assessment activities.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Security Assessment Analyst, Vulnerability Analyst, Systems Vulnerability Specialist, IT Security Assessor, Cybersecurity Assessment Engineer, Senior Vulnerability Management Analyst, Cyber Defense Analyst, Network Security Evaluator, Cyber Risk Assessor, Security Configuration Analyst.	Vulnerability assessment	2-5	VUAS	Content design and authoring	1-6	INCA
	Penetration testing	2-6	PENT	Risk management	2-7	BURM
	Measurement	2-6	MEAS	Audit	2-7	AUDT
				Information security	2-7	SCTY

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LEARNING & DEVELOPMENT ROLE FAMILY

Back to Table of contents

ROLE

Learning & development (L&D) practitioners

Roles responsible for analysing, designing, delivering and managing activities to develop people's skills, knowledge, behaviours and competencies - typically to improve individual performance, contribution, impact and employability.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
L&D Manager, Chief Learning Officer, Head of L&D, L&D Consultant, Learning and performance consultant, L&D administrator, Trainer	Learning and development management	2-7	ETMG	Methods and tools	2-6	METL
	Learning delivery	2-5	ETDL	Measurement	2-6	MEAS
	Learning design and development	2-5	TMCR	Content publishing	1-6	ICPM
				Content design and authoring	1-6	INCA

Business skills / Behaviours:
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LEARNING & DEVELOPMENT ROLE FAMILY

Back to Table of contents

ROLE

Teaching practitioners

Roles responsible for teaching others in a formal education context, such as at schools, colleges or universities.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Teacher, Lecturer, Department Head, Programme Director, Chair of Examiners, Subject Lead, Trainee Teacher	Teaching	2-7	TEAC	Learning delivery	2-5	ETDL
	Subject formation	4-7	SUBF	Learning design and development	2-5	TMCR
				Methods and tools	2-6	METL
				Formal research	2-6	RSCH
				Specialist advice	4-6	TECH

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PRODUCT MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Product management practitioners

Roles responsible for defining, developing, and managing the strategy, roadmap, and delivery of products and services throughout their lifecycle, balancing user needs with business goals and technical feasibility.

Example Job Titles

Product Manager, Senior Product Manager, Lead Product Manager, Head of Product, Principal Product Manager, Group Product Manager, Chief Product Officer, Product Owner, Director of Product Management, Digital Product Manager

Look at these SFIA skills and levels first:

Product management	2-6	PROD
Requirements definition and management	2-6	REQM
Stakeholder relationship management	4-7	RLMT
Feasibility assessment	2-6	FEAS
Measurement	2-6	MEAS

Other SFIA skills and levels to consider:

Delivery management	3-6	DEMG
Demand management	4-6	DEMM
Financial analysis	2-6	FIAN
Benefits management	3-6	BENM
Customer experience	2-6	CEXP

Business skills / Behaviours:

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PRODUCT MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Service ownership practitioners

Roles accountable for the overall performance, quality, and continuous improvement of a defined service, including user outcomes, financial sustainability, operational fitness, and service lifecycle governance.

Example Job Titles

Service Owner, Service Manager, Senior Service Owner, Head of Service, Service Acceptance Analyst, Service Readiness Manager, Service Portfolio Owner

Look at these SFIA skills and levels first:

Service level management	2-7	SLMO
Service acceptance	3-6	SEAC
Stakeholder relationship management	4-7	RLMT
Financial management	4-6	FMIT
Budgeting and forecasting	2-6	BUDF
Measurement	2-6	MEAS

Other SFIA skills and levels to consider:

Business intelligence	2-5	BINT
Benefits management	3-6	BENM
Supplier management	2-7	SUPP
Quality management	2-7	QUMG
Demand management	4-6	DEMM

Business skills / Behaviours:

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PROJECT DELIVERY ROLE FAMILY

Back to Table of contents

ROLE

Project delivery practice management

Roles responsible for leading, managing, developing and deploying project delivery professionals and project delivery capabilities.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Project Delivery Practice Leader, Head of Project Delivery, Head of Project & Programme Management, Project Director, Programme Director, Portfolio Director	Resourcing	2-6	RESC	Competency assessment	2-6	LEDA
	Professional development	4-6	PDSV	Demand management	4-6	DEMM
	Performance management	4-6	PEMT	Learning design and development	2-5	TMCR
	Organisational capability development	5-7	OCDV	Quality management	2-7	QUMG
	Employee experience	4-6	EEXP	Supplier management	2-7	SUPP
	Knowledge management	2-7	KNOW			
	Stakeholder relationship management	4-7	RLMT			

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PROJECT DELIVERY ROLE FAMILY

Back to Table of contents

ROLE

Project delivery practitioners

Roles responsible for planning, managing and delivering projects, programmes and portfolios to time, cost and quality. Includes defining scope, managing risks and dependencies, and coordinating resources across stakeholder groups. Involves applying structured or agile delivery methods to achieve business objectives and realise benefits.

Example Job Titles

Programme Manager, Programme Director, Portfolio Manager, Project Manager, Project Analyst, Project Office Manager, Project Office Analyst, PMO Analyst, PMO Manager, Project Director, Portfolio Director

Look at these SFIA skills and levels first:		
Delivery management	3-6	DEMG
Project management	4-7	PRMG
Programme management	6-7	PGMG
Portfolio management	5-7	POMG
Portfolio, programme and project support	2-6	PROF
Stakeholder relationship management	4-7	RLMT
Benefits management	3-6	BENM

Other SFIA skills and levels to consider:		
Demand management	4-6	DEMM
Financial management	4-6	FMIT
Organisational change management	2-6	CIPM
Information systems coordination	6-7	ISCO
Investment appraisal	4-6	INVA
Measurement	2-6	MEAS
Methods and tools	2-6	METL

Business skills / Behaviours:

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SERVICE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

IT Service designer

Roles responsible for designing IT services, service models and supporting operational processes to meet business requirements. They define service architecture, operational processes, support models and service performance measures.

Example Job Titles

IT Service Designer, Service Design Manager, IT Service Architect, Service Transition Designer, Service Catalogue Designer, Service Process Designer, Service Model Designer

Look at these SFIA skills and levels first:

Service level management	2-7	SLMO
Requirements definition and management	2-6	REQM
Business process improvement	2-7	BPRE
Availability management	3-6	AVMT
Capacity management	2-6	CPMG
Service catalogue management	2-5	SCMG

Other SFIA skills and levels to consider:

Business modelling	2-6	BSMO
Business situation analysis	2-6	BUSA
Benefits management	3-6	BENM
Solution architecture	4-6	ARCH

Business skills / Behaviours:

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SERVICE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Service desk practitioners

Roles responsible for providing first and second line technical support to users, triaging and resolving incidents, managing service requests, and maintaining user satisfaction as the primary point of contact for technology services.

Example Job Titles

Service Desk Analyst, IT Support Analyst, Helpdesk Analyst, Service Desk Agent, Service Desk Officer, Service Desk Team Lead, Service desk manager, Technical Support Analyst, End User Support Specialist, ICT Support Officer, Service Centre Analyst, Desktop Support Officer, Service Desk Technician, Tech Bar Analyst, IT concierge

Look at these SFIA skills and levels first:

Incident management	1-6	USUP
Customer service support	1-6	CSMG
Problem management	2-5	PBMG
Knowledge management	2-7	KNOW
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Identity and access management	1-6	IAMT
Measurement	2-6	MEAS
Service level management	2-7	SLMO
Methods and tools	2-6	METL
Supplier management	2-7	SUPP
Quality management	2-7	QUMG

Business skills / Behaviours:

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SERVICE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Service introduction practitioners

Roles responsible for planning and managing the introduction of new or changed services into operational environments. They coordinate service readiness, operational acceptance and transition activities to ensure services can be supported effectively.

Example Job Titles

Service Introduction Manager, Service Transition Manager, Service Acceptance Manager

Look at these SFIA skills and levels first:

Service acceptance	3-6	SEAC
Service level management	2-7	SLMO
Change control	2-6	CHMG
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Release management	2-6	RELM
Quality management	2-7	QUMG
Organisational change management	2-6	CIPM
Service catalogue management	2-5	SCMG
Knowledge management	2-7	KNOW
Supplier management	2-7	SUPP

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SERVICE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Service management architecture practitioners

Roles responsible for defining the architecture and operating model for how services are delivered and managed. They design service frameworks, service models and supporting capabilities to ensure alignment with business objectives, technology strategies and organisational operating models.

Example Job Titles

Service Architect, Service Tooling Architect, Service Model Architect, Service Platform Architect

Look at these SFIA skills and levels first:

Enterprise and business architecture	5-7	STPL
Service level management	2-7	SLMO
Stakeholder relationship management	4-7	RLMT
Requirements definition and management	2-6	REQM
Portfolio management	5-7	POMG
Availability management	3-6	AVMT
Capacity management	2-6	CPMG

Other SFIA skills and levels to consider:

Methods and tools	2-6	METL
Demand management	4-6	DEMM
Data analytics	2-7	DAAN
Emerging technology monitoring	4-6	EMRG

Business skills / Behaviours:

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SERVICE MANAGEMENT ROLE FAMILY

Back to Table of contents

ROLE

Service operations practitioners

Roles responsible for managing, delivering and continuously improving technology operational services. Includes monitoring service performance, managing incidents and problems, and ensuring services meet agreed levels. Involves coordinating across teams to maintain service stability and drive operational efficiency.

Example Job Titles

Service Desk Analyst, Service Desk Manager, Service Desk Lead, Problem Analyst, Problem Manager, Service Operations Manager, Identity & Access Management (IAM) Analyst, Customer Service Manager, Customer Engagement Manager, Service Data Analyst, Service Supplier Manager, Service Performance Manager

Look at these SFIA skills and levels first:

Identity and access management	1-6	IAMT
Asset management	2-6	ASMG
Change control	2-6	CHMG
Configuration management	2-6	CFMG
Problem management	2-5	PBMG
Stakeholder relationship management	4-7	RLMT
Security operations	1-6	SCAD
Service level management	2-7	SLMO
Supplier management	2-7	SUPP

Other SFIA skills and levels to consider:

Business intelligence	2-5	BINT
Business situation analysis	2-6	BUSA
Methods and tools	2-6	METL
Continuity management	2-6	COPL
Application support	2-5	ASUP

Business skills / Behaviours:

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SOFTWARE ENGINEERING ROLE FAMILY

Back to Table of contents

ROLE

Software engineering practice management

Roles responsible for leading, managing, developing and deploying software engineers and software engineering capabilities.

Example Job Titles

Engineering Manager, Senior Engineering Manager, Director of Engineering, Senior Director of Engineering, VP of Engineering, Senior VP of Engineering

Look at these SFIA skills and levels first:

Systems development management	4-7	DLMG
Project management	4-7	PRMG
Organisational capability development	5-7	OCDV
Quality management	2-7	QUMG
Safety assessment	4-6	SFAS

Other SFIA skills and levels to consider:

Measurement	2-6	MEAS
Quality assurance	2-6	QUAS
Demand management	4-6	DEMM
Resourcing	2-6	RESC
Performance management	4-6	PEMT
Employee experience	4-6	EEXP
Professional development	4-6	PDSV
Knowledge management	2-7	KNOW
Learning design and development	2-5	TMCR
Competency assessment	2-6	LEDA
Stakeholder relationship management	4-7	RLMT

Business skills / Behaviours:

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SOFTWARE ENGINEERING ROLE FAMILY

Back to Table of contents

ROLE

Software engineering practitioners

Roles responsible for the application of a systematic, disciplined, quantifiable approach to the development, operation, and maintenance of software (i.e. the application of engineering to software).

Example Job Titles

Software Engineer, Principal
Software Engineer, Senior
Software Engineer, Software Development Engineer, Cloud Software Engineer

Look at these SFIA skills and levels first:

Programming/software development	2-6	PROG
Real-time/embedded systems development	2-6	RESD
Safety engineering	2-6	SFEN
Requirements definition and management	2-6	REQM
Software design	2-6	SWDN
Configuration management	2-6	CFMG
Systems integration and build	2-6	SINT
Functional testing	1-6	TEST

Other SFIA skills and levels to consider:

Application support	2-5	ASUP
Measurement	2-6	MEAS
Methods and tools	2-6	METL
Quality assurance	2-6	QUAS
Systems design	2-6	DESN
Non-functional testing	1-6	NFTS

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TECHNOLOGY EXECUTIVE ROLE FAMILY

Back to Table of contents

ROLE

Chief Data Officer

Executive leadership role with accountability for the organisation's data strategy, data governance, and the exploitation of data as a strategic and commercial asset, including AI and analytics capability.

Example Job Titles

Chief Data Officer, CDO, Head of Data, Director of Data, VP of Data, Chief Analytics Officer, Head of Data and Analytics, Chief Data and Analytics Officer

Look at these SFIA skills and levels first:

Data management	2-6	DATM
Governance	6-7	GOVN
Enterprise and business architecture	5-7	STPL
Data analytics	2-7	DAAN
Information systems coordination	6-7	ISCO

Other SFIA skills and levels to consider:

Innovation management	5-7	INOV
Stakeholder relationship management	4-7	RLMT
Risk management	2-7	BURM
Technology service management	5-7	ITMG
Organisational capability development	5-7	OCDV
Information and data compliance	4-6	PEDP
Artificial intelligence (AI) and data ethics	3-6	AIDE
Methods and tools	2-6	METL

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TECHNOLOGY EXECUTIVE ROLE FAMILY

Back to Table of contents

ROLE

Chief Information Officer

Executive leadership role with strategic accountability for the information technology function, ensuring IT strategy, investment, and governance align with and enable the organisation's business objectives.

Example Job Titles

Chief Information Officer, CIO, Head of IT, IT Director, Director of Information Technology, Director of IT, VP of Information Technology

Look at these SFIA skills and levels first:

Service level management	2-7	SLMO
Strategic planning	4-7	ITSP
Information systems coordination	6-7	ISCO
Information management	3-7	IRMG
Technology service management	5-7	ITMG
Enterprise and business architecture	5-7	STPL
Governance	6-7	GOVN
Stakeholder relationship management	4-7	RLMT

Other SFIA skills and levels to consider:

Risk management	2-7	BURM
Organisational capability development	5-7	OCDV
Financial management	4-6	FMIT
Supplier management	2-7	SUPP
Quality management	2-7	QUMG
Demand management	4-6	DEMM
Systems development management	4-7	DLMG
Systems and software lifecycle engineering	3-7	SLEN

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TECHNOLOGY EXECUTIVE ROLE FAMILY

Back to Table of contents

ROLE

Chief Information Security Officer

Executive leadership role with accountability for the organisation's information and cyber security strategy, programme, and culture, ensuring information assets and technologies are adequately and proportionately protected.

Example Job Titles

Chief Information Security Officer, CISO, Head of Information Security, Director of Information Security, VP of Cyber Security, Head of Cyber Security, Information Security Director

Look at these SFIA skills and levels first:

Information security	2-7	SCTY
Governance	6-7	GOVN
Risk management	2-7	BURM
Information management	3-7	IRMG
Information assurance	2-7	INAS

Other SFIA skills and levels to consider:

Stakeholder relationship management	4-7	RLMT
Enterprise and business architecture	5-7	STPL
Organisational capability development	5-7	OCDV
Information systems coordination	6-7	ISCO
Security operations	1-6	SCAD
Identity and access management	1-6	IAMT
Measurement	2-6	MEAS

Business skills / Behaviours:

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TECHNOLOGY EXECUTIVE ROLE FAMILY

Back to Table of contents

ROLE

Chief Technology Officer

Executive leadership role with accountability for technology vision, innovation, and technical direction, evaluating and exploiting emerging technologies to advance the organisation's products, services, and competitive position.

Example Job Titles

Chief Technology Officer, CTO, VP of Technology, Head of Technology, Director of Technology, VP Engineering, Chief Engineer

Look at these SFIA skills and levels first:

Enterprise and business architecture	5-7	STPL
Strategic planning	4-7	ITSP
Emerging technology monitoring	4-6	EMRG
Governance	6-7	GOVN
Systems development management	4-7	DLMG
Specialist advice	4-6	TECH

Other SFIA skills and levels to consider:

Innovation management	5-7	INOV
Technology service management	5-7	ITMG
Stakeholder relationship management	4-7	RLMT
Organisational capability development	5-7	OCDV
Risk management	2-7	BURM
Supplier management	2-7	SUPP
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TECHNOLOGY INFRASTRUCTURE PLATFORM ROLE FAMILY

Back to Table of contents

ROLE

Infrastructure engineers

Roles responsible for providing a reliable, flexible, scalable, secure and efficient IT infrastructure to meet current and future organisational needs.

Example Job Titles

Cloud Engineer, Network Specialist, Cloud Network Architect, Systems Administrator, EUC and Voice Analyst, IT Service Support Analyst, Infrastructure Technical SME, Cloud Site Reliability Engineer

Look at these SFIA skills and levels first:

Infrastructure design	2-6	IFDN
Functional testing	1-6	TEST
Infrastructure operations	1-5	ITOP
System software administration	2-5	SYSP
Systems integration and build	2-6	SINT
Non-functional testing	1-6	NFTS
Network design	2-6	NTDS
Network support	1-5	NTAS
Storage management	2-6	STMG
Systems installation and removal	1-5	HSIN

Other SFIA skills and levels to consider:

Systems design	2-6	DESN
Facilities management	2-6	DCMA
Configuration management	2-6	CFMG

Business skills / Behaviours:

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TECHNOLOGY INFRASTRUCTURE PLATFORM ROLE FAMILY

Back to Table of contents

ROLE

Infrastructure operations practitioners

Roles responsible for the day-to-day operation, monitoring, maintenance, and support of technology infrastructure, ensuring availability, performance, and continuity of infrastructure services.

Example Job Titles

Infrastructure Operations Engineer, IT Operations Engineer, Systems Administrator, Infrastructure Analyst, IT Operations Analyst, Cloud Operations Engineer, Site Reliability Engineer (Operations), Infrastructure Support Engineer, End User Computing Engineer, Operations Centre Analyst, NOC Engineer

Look at these SFIA skills and levels first:

Infrastructure operations	1-5	ITOP
Change control	2-6	CHMG
Configuration management	2-6	CFMG
Asset management	2-6	ASMG
Service level management	2-7	SLMO
Continuity management	2-6	COPL

Other SFIA skills and levels to consider:

Facilities management	2-6	DCMA
Supplier management	2-7	SUPP
Availability management	3-6	AVMT
Systems installation and removal	1-5	HSIN
Technology service management	5-7	ITMG
Problem management	2-5	PBMG
Network support	1-5	NTAS
Measurement	2-6	MEAS

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TECHNOLOGY INFRASTRUCTURE PLATFORM ROLE FAMILY

Back to Table of contents

ROLE

Infrastructure platform management practitioners

Roles responsible for managing the provision of a reliable and secure technology infrastructure to support current and future organisational needs.

Example Job Titles

Infrastructure Platform Owner, Cloud Service Manager, ICT Operations Manager

Look at these SFIA skills and levels first:

Technology service management	5-7	ITMG
Infrastructure operations	1-5	ITOP
Demand management	4-6	DEMM
Service level management	2-7	SLMO
Contract management	2-7	ITCM
Supplier management	2-7	SUPP

Other SFIA skills and levels to consider:

Infrastructure design	2-6	IFDN
Systems and software lifecycle engineering	3-7	SLEN
Facilities management	2-6	DCMA
Continuity management	2-6	COPL

Business skills / Behaviours:

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TESTING ROLE FAMILY

Back to Table of contents

ROLE

Testing practice management

Roles responsible for leading, managing, developing and deploying testers and testing capabilities.

Example Job Titles	Look at these SFIA skills and levels first:			Other SFIA skills and levels to consider:		
Testing Practice Leader, Head of Testing, Head of QA and Testing	Systems development management	4-7	DLMG	Supplier management	2-7	SUPP
	Performance management	4-6	PEMT	Demand management	4-6	DEMM
	Employee experience	4-6	EEXP	Competency assessment	2-6	LEDA
	Resourcing	2-6	RESC	Learning design and development	2-5	TMCR
	Professional development	4-6	PDSV	Quality management	2-7	QUMG
	Knowledge management	2-7	KNOW			
	Organisational capability development	5-7	OCDV			
	Stakeholder relationship management	4-7	RLMT			

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TESTING ROLE FAMILY

Back to Table of contents

ROLE

Testing practitioners

Roles responsible for planning, designing and executing tests to assess the quality, functionality and performance of software and systems. Includes defining test approaches, identifying defects, and providing evidence-based assurance.

Example Job Titles

Tester, Test Manager, Test Architect, Test Automation Analyst, Test Programme Manager, Test Analyst, CloudTest Analyst, Junior Tester

Look at these SFIA skills and levels first:		
Functional testing	1-6	TEST
Process testing	1-6	PRTS
Quality assurance	2-6	QUAS
Non-functional testing	1-6	NFTS
Methods and tools	2-6	METL
User experience evaluation	2-6	USEV

Other SFIA skills and levels to consider:		
User acceptance testing	2-6	BPTS
Service acceptance	3-6	SEAC
Programming/software development	2-6	PROG
Penetration testing	2-6	PENT
Risk management	2-7	BURM
Specialist advice	4-6	TECH

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