South Carolina

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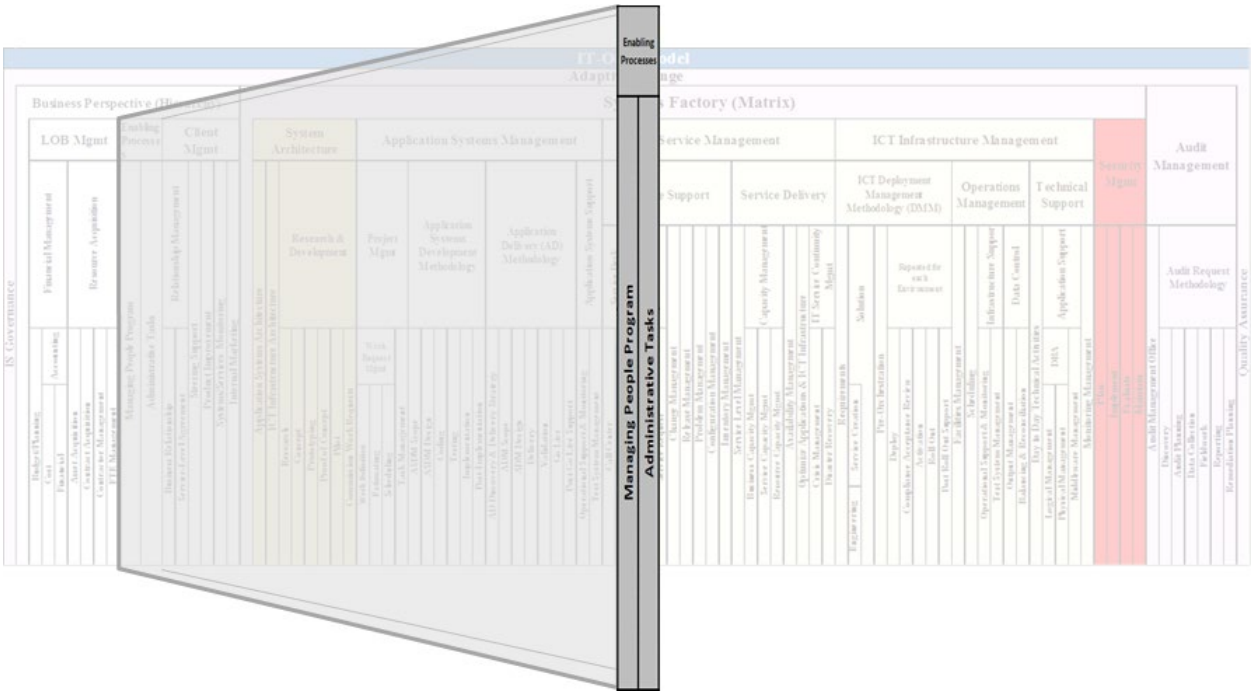
imagination to Implementation i2 INFORMATION TECHNOLOGY

Enabling Processes



Information Systems Standards Manual

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Table 1–1 Other IT Roles

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Chapter 1 Managing People Program

1.1 IT Roles

1.1.1 Roles Overview

The implementation of Roles within the BlueCross BlueShield of South Carolina (BlueCross) Information Systems (I/S) Division is a continuation of a pattern of growth and specialization in the software development industry. Through the years, growth in our business and changes in our company have led to continued specialization within I/S. The implementation of these Roles clarifies the accountability for tasks by the staff on a matrixed team. The value of these Roles lies in providing focused oversight for the work undertaken in I/S. It allows for individuals' accountability, knowledge sharing and consistent interpretation of the accountability across I/S areas. By focusing on Roles, I/S will improve its effectiveness and efficiency through specialization. This positions both the organization and the individuals for continued growth.

Each type of work undertaken by I/S is comprised of a team made up of individuals fulfilling various Roles. These Roles relate to the tasks and work done, not to Job Titles. The Roles define an employee's place in the Rainbow Chart. An employee can play different Roles, depending on the nature of the work and the skills they have. In general, however, a goal of the implementation of the Roles is to limit the number of Roles an employee plays to encourage specialization and focused accountability. This specialization takes place within the job family. There is a relationship between the Roles a person is assigned and the person's experience along with the level within a job family a person holds.

Roles clarify the responsibilities each person has for the assigned work. A Role is a description of the type of work done within the Rainbow Chart. It defines the expectations for the performance of the tasks so that every team member can be held accountable for their part in the delivery to the customer.

1.1.1.1 Principles of the Roles

- **Accountability** — Accountability is the key to a strong matrix. Roles are more clearly defined with a focus on allowing staff to do what they do best and to be held accountable for specific tasks based on role descriptions. Team members understand individual and group accountabilities.
- **Specialization** — Specialization will allow I/S to grow toward a more technically competent workforce, and provide opportunities to further develop and leverage technical skills across lines of business.
- **Consistency** — Defining Roles within the matrix creates consistency in role expectations across I/S areas. Consistent definition and use of Roles allows staff to move and progress within I/S.
- **Conceptual Integrity** — Key people are engaged throughout all steps in a process and will be accountable for the solution to the business need to provide a consistent interpretation of I/S products and processes.

1.1.2 Detail Role Descriptions

The following are descriptions of the Roles in alphabetical order including the responsibilities for each Role and the knowledge and skills required. The Role information outlined below is intended to be used

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as a guideline and is not intended to identify all tasks assigned. Consult your manager for clarification of your specific responsibilities and tasks.

1.1.2.1 Acquisition Specialist

Role Description

The Acquisition Specialist conducts processes related to the procurement of IT hardware, software and services within the policies and guidelines set forth by the company.

Responsibilities

- Ensures authorization to spend has been received from the hierarchy.
- Identifies sellers of requested IT products or services.
- Leads and negotiates IT hardware, software and services buys.
- Conducts vendor negotiations to maximize cost avoidance and cost reduction.
- Works with key areas across the Systems Factory to incorporate IT Asset Inventory Management best practices.
- Manages and resolves commercial issues with vendors to ensure the Req-to-Check process is completed satisfactorily.
- Follows and responds to changing market price and technology trends.
- Ensures compliance with the Federal Acquisition Regulations for Government business and with corporate policies and departmental procedures.

Knowledge and Skills

- Strong knowledge of IT hardware, software, services and vendors.
- Expert vendor negotiation skills.
- Demonstrated analytical skills.
- Ability to make sound business decisions
- Understanding of contracts and contracting methodologies (statement of work, pricing, terms and conditions, etc.)
- Ability to work across organizations and partner with internal customers to achieve desired outcomes.
- Capable of developing and maintaining relationships with vendors and internal customers.
- Ability to manage changing and conflicting priorities and resolve appropriately.
- Ability to liaise with internal customers at all levels of the organization including the CEO and their direct reports.
- Excellent verbal and written communication skills.
- Knowledge of procurement, inventory management and IT Asset Inventory Management systems.

1.1.2.2 Architect

Role Description

The Architect is accountable for the conceptual integrity of a particular architectural domain. The Architect provides domain expertise on technical, architectural and strategic direction and supports the development and communication of strategic planning activities for I/S or the organization.

Responsibilities

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- Approves the overall design, end-to-end diagrams, prototypes and proofs of concept for systems prior to submission to the Enterprise Architect.
- Builds and maintains knowledge of I/S and customer strategies to support the achievement of corporate objectives.
- Recommends strategic architectural changes to create cost savings on future implementations or ongoing maintenance.
- Ensures that overall tactical, strategic and architectural principles are addressed across I/S.
- Supports RFP/RFS and marketing efforts by serving as a subject matter expert for the set of assigned systems and programs.
- Performs quality control through oversight of changes to products or services within the environment.
- Communicates the strategic, tactical and architectural direction to technical and business staff.
- Provides Architectural Guidance to Solution System Designers, Infrastructure Solution Designers, and, as needed, security and compliance owners and champions.
- Collaborates with the Enterprise Architects to develop components and services for consumption by the business and solutions areas.
- Collaborates with I/S Staff to help represent vendor products in the Strategic Application Architecture Committee (SAAC) or the Strategic Technology Architecture Committee (STAC) as appropriate.
- Establishes and maintains Vendor Application Roadmaps for assigned vendor products.

Knowledge and Skills

- Specialist with an in-depth knowledge within a particular architectural domain such as business, application, technology, data, and/or security.
- In-depth understanding of system analysis and requirements gathering concepts.
- Exceptional analytical skills.
- In-depth understanding of usability and end-user experience concepts and techniques.
- Ability to lead discussions on tactical, strategic and architectural levels to meet project objectives.
- Ability to relate tactical, strategic and architectural requirements to a wide variety of audiences.
- Exceptional verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components, deployment methods, quality assurance, and integration methodologies.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative and cost-effective process solutions to business problems by studying industry trends and challenging status quo thinking.
- Ability to quickly learn new and different methods, systems, etc.
- Strong negotiating skills.
- Working knowledge of personal computer applications such as word processing, spreadsheets, diagrams, presentations, graphics, etc.
- Exceptional planning, organizational and project management skills.
- Strong ability to work with diverse teams.
- Leader in behavior and knowledge as seen by others.

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1.1.2.3 Audit Management Leader

Role Description

The Audit Management Leader is the liaison between the Auditor and the I/S staff. This individual coordinates all I/S tasks and deliverables needed for the audit. This Role is similar to that of a Project Manager. The Audit Management Leader provides audit expertise, insight and knowledge of the organizational structure to the Auditor for the duration of the audit.

Responsibilities

- Identifies and assembles I/S stakeholder participants.
- Coordinates logistical requirements, such as room, equipment, hardware and software connectivity, etc.
- Gathers audit Program or Testing Plan from the Auditor and distributes to the appropriate stakeholders.
- Ensures audit stakeholders receive information requests in a timely manner.
- Ensures Auditor receives requested documentation in a timely manner.
- Facilitates meetings and observation sessions with audit stakeholders.
- Identifies and resolves issues and conflicts with audit stakeholders.
- Updates the Management Practices System (***MPS***) for accurate point-in-time references.
- Coordinates audit task assignments.

    - Documentation requests
    - Interviews and Meetings
    - Data Center tours

- Manages Audit Request communications, including escalation where needed.
- Analyzes inquiries and potential findings.
- Minimizes impact on I/S operational areas by analyzing, recommending and leveraging prior audit documentation where possible.
- Assists I/S Management with responses to Auditor inquiries.
- Ensures each audit finding requiring remediation has a Corrective Action Plan.
- Ensures the initiation of the unit of work necessary for remediation.
- Follows up on Corrective Action Plan for completion.

Knowledge and Skills

- Knowledge of Information Technology (IT) general controls, insurance industry and IT industry standards, best practices, guidelines and requirements. Examples include COBIT, ITIL, STIGs, CMSRs, NIST, etc.
- Knowledge of the BlueCross Systems Development Methodology and life cycle.
- Knowledge of the BlueCross Information Systems Standards Manual.
- Project management skills.
- Basic understanding of resource planning and organizational impacts.
- Ability to effectively communicate with technical and nontechnical individuals.
- Ability to participate in or lead discussions on tactical, strategic, and architectural controls, and compliance topics at various levels.
- Flexibility to adapt to changing business, client and project needs.
- Experience with creating and maintaining spreadsheets.

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- Ability to work with diverse teams.

1.1.2.4 Business System Analyst

Role Description

The Business System Analyst is accountable for gathering, understanding and documenting the business requirements for a Work Request. This includes providing input to business units and ensuring that appropriate direction is taken in the design and implementation of these requirements.

Responsibilities

- Provides input and direction on estimates as requested by the Estimating Team.
- Assists Project Manager, if requested, to obtain customer approval on requirements.
- Leads Joint Requirements Planning (JRP) sessions.
- Performs business gap analysis for prospective and current clients and customers and for RFSs.
- Provides business functionality input for requirements and design documentation.
- Provides input during the requirements prioritization process.
- Recommends innovative or alternative solutions to business problems and application workflow.
- Understands the end-to-end business workflows.
- Participates in Joint Application Design (JAD) sessions.
- Performs and/or participates in user interface design activities.
- Verifies selected test results at each defined phase.
- Works closely with the Test Designer(s) for defect identification.
- Works closely with the Work Request team for defect resolution.
- Reviews customer and I/S-generated test matrices to ensure all Work Request objectives are being tested. Recommends and suggests modifications where gaps are identified.
- Works with the Test Designer to define requirements for Load Test, if applicable.
- Assists and trains technical staff and customers in the business functionality of the system applications.
- Demonstrates system use and corresponding process workflows for prospective clients and customers.
- Provides input to the customer in the development of operational procedures.
- Provides updated documentation to the Business Training area.

Knowledge and Skills

- Strong analytical skills.
- Working knowledge of system analysis tools.
- In-depth understanding of the customers' business functions.
- Exceptional verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative process solutions to business problems.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Good understanding of resource planning and organizational impacts.
- Planning, organizational and project management skills.

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- In-depth understanding of requirements gathering concepts.
- Ability to work with diverse teams.

1.1.2.5 Compliance Service Owner

Role Description

The Compliance Service Owner brings subject matter expertise and knowledge of the enterprise's security and compliance requirements to understand and report on the enterprise's security posture. They are the point of contact for the enterprise to understand the security and compliance status of the enterprise's security posture. Additionally, the Compliance Service Owner understands the security and compliance requirements for their service and the deficiencies in the enterprise's security posture with respect to those requirements and works with the various operational organizations to address identified deficiencies. Lastly, they are also responsible for working with the Strategic Security and Compliance Services group to understand the overall vision and strategy of the enterprise's security posture and works to align and mature the enterprise's security posture to meet the vision and strategy.

Responsibilities

- Work with SSCS to understand, and help to guide, the future strategy and vision of the enterprise's security posture.
- Communicate security and compliance gaps to key stakeholders and aiding in decisions on risk mitigation/remediation or acceptance.
- Understand and track compliance to the security and compliance standards to requirements for each compliance boundary in the enterprise.
- Work with the Audit Advisors to respond to audit requests and various other inquiries related to the enterprise's security posture.
- Monitor the status of the enterprise's security posture and ensure risks are identified to the CISO.
- Report on the enterprise's security posture to ensure that non-compliant personnel are aware of their deficiencies. When escalation is needed, report these deficiencies to management and executives as well.
- Ensure that the remediation/mitigation of operational non-compliant findings and vulnerabilities are addressed appropriately in a timely manner.

Knowledge and Skills

- Understanding of security controls, IT security standards, and industry best security and compliance practices.
- Planning, organizational and project management skills.
- Understanding of industry security standard frameworks.
- Ability to take complex data and translate the data to actionable security and compliance needs.
- Reporting experience, including use of common reporting tools
- Strong verbal and written communication skills
- Detail oriented with strong organizational skills
- Ability to work with diverse teams

Role Interaction

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- Security Champions
- Audit Advisors
- Security Analysts
- Process Auditor
- Process Designer
- Internal and External Business Partners
- Governance
- I/S Architecture
- SSOs (The Compliance Service Owner provides compliance reports and status to the SSOs.)
- Client Management
- ICT Compliance
- Other I/S Compliance areas
- SMEs/TOs/POs (Operational Functions)
- SSCS

1.1.2.6 Contract Management Specialist

Role Description

The Contract Management Specialist conducts the processes related to the negotiation, approval and monitoring of third-party contracts associated with I/S assets or services to achieve the best value in the agreements.

Responsibilities

- Leads vendor contract negotiations with internal and external parties.
- Maintains and proactively monitors the Legal Agreements Repository for timely and accurate milestone events.
- Identifies, proposes and influences the timeliness and cost of contracts.
- Ensures agreements meet stated business requirements.
- Qualifies vendors and provides information needed to maintain the Approved Vendor Database.
- Participates in strategic planning and development of acquisition strategies with internal parties.
- Ensures agreements include the necessary business, legal terms and conditions to provide for company protection and standards.
- Serves as liaison between internal clients, the Law Department and external vendors.
- Ensures ghost negotiations are conducted with Vendor Owners, as needed.
- Ensures the contracts' compliance with Federal Acquisition Regulations for Government business, corporate policies, and departmental procedures.

Knowledge and Skills

- Expert knowledge of legal document terminology and composition.
- Expert understanding of legal standards, rules and requirements.
- Ability to participate in legal and business discussions.
- Working knowledge of the BlueCross system architecture.
- Expert negotiating skills.
- Experience in vendor relations within the computer industry.
- Ability to work on multiple projects simultaneously.
- Good verbal and written communication skills.

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- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.7 Deployment Specialist

Role Description

The Deployment Specialist builds and installs the total end-to-end infrastructure solution based on the specifications in the Solution Deployment Report(s), Leveraged Platform Build Sheet(s), Asset Connectivity Report and associated artifacts. Infrastructure includes compute instances, leveraged platforms, network changes, servers, hardware, logical assets, and physical assets.

Responsibilities

- Participates in the Work Request walkthrough of the Solution, and provides sign-off prior to initiating deployment activities.
- Understands, interprets, and deploys infrastructure solutions according to the specifications in the Solutions Deployment Report(s), Leveraged Platform Build Sheet(s), Asset Connectivity Report and associated artifacts.
- Applies baseline security configuration to deployed infrastructure.
- Articulates operational deployment information to the Work Request team.
- Identifies potential security risks.
- Tests new and updated deployment task sequences.
- Creates and maintains deployment desktop procedures for use with infrastructure services.
- Provides on-the-job-training for infrastructure deployment task sequences to other Deployment Specialists.

Knowledge and Skills

- Knowledge of:
  - Deployment concepts and desktop procedures.
  - Infrastructure deployment task sequences.
  - Security standards.
  - Existing operational environments.
  - Database management systems.
  - Infrastructure utilities and tools.
  - Operating system software.
  - Middleware software.
  - Infrastructure components.
  - Server systems.
  - Server applications.
  - Network interfaces.
  - Data storage systems.
  - Facilities.

- Ability to quickly learn new and different methods, systems, infrastructure devices, etc.
- Flexibility to adapt to changing business, client and project needs.
- Good verbal and written communication skills.
- Ability to work with diverse teams.

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- Skill working with personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.

1.1.2.8 Enterprise Architect

Role Description

The Enterprise Architect is accountable for the conceptual integrity of the technical systems architecture for the corporation. The Enterprise Architect will establish and enforce the technical, architectural and strategic vision for an integrated system in support of the corporate business perspective. The Enterprise Architect Role is filled by someone from the Enterprise Architect Office.

Responsibilities

- Partitions the integrated architecture into systems and subsystems with defined interfaces between those systems and subsystems.
- Approves end-to-end diagrams, prototypes, databases, user interfaces, and proofs of concept for all applications, interfaces, and channels.
- Approves infrastructure design artifacts.
  - Bridge Diagram
  - Customer Summary Document
- Builds and maintains knowledge of I/S and customer strategies to support the achievement of corporate objectives.
- Communicates the strategic, tactical and architectural direction to technical staff.
- Ensures overall tactical, strategic and architectural principles are addressed in all application systems across the corporation.
- Helps formulate and achieve corporate business objectives using the technical architecture.
- Identifies technical challenges that must be addressed and resolved to successfully achieve corporate business objectives.
- Makes recommendations for strategic architectural changes to create cost savings on future implementations or ongoing support.
- Recommends strategic technology solutions by providing expert advice to senior executives.
- Participates in Research and Development activities serving as the visionary for specific efforts.
- Performs quality control through oversight of products.

Knowledge and Skills

- In-depth understanding of system analysis concepts.
- Strong analytical skills.
- Functional understanding of systems applications and interfaces.
- Comprehensive understanding of systems architecture.
- Ability to lead discussions on tactical, strategic and architectural levels to meet project objectives.
- Exceptional verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative process solutions to business problems.
- Ability to quickly learn new and different methods, systems, etc.
- Strong negotiating skills.

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- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- In-depth planning, organizational and project management skills.
- In-depth understanding of requirements gathering concepts.
- Ability to work with diverse teams.

1.1.2.9 Incident Management Dispatcher

Role Description

The Incident Management Dispatcher monitors the Incident workloads (Break/Fix and Service Requests), assigns tickets to technicians and notifies technicians of service level agreement deadlines. The Dispatcher assists with communication across areas, I/S Management and with the Incident Management Specialist.

Responsibilities

- Monitors the Incident Management Process within a support area allowing technicians to focus on resolution.
- Assigns Incidents and Service Requests to technicians to achieve timely resolution and meet service level agreements.
- Communicates and monitors escalations to facilitate resolution.
- Understands the BlueCross organization to facilitate timely communication.

Knowledge and Skills

- Expert knowledge of the BlueCross Incident Management process.
- Expert knowledge of Systems Support areas and application areas.
- Ability to work in a high pressure environment.
- Good judgment and problem solving and troubleshooting skills.
- Good verbal and written communication skills.
- Good attention to detail.
- Excellent ability to quickly learn new and different methods.
- Excellent flexibility to adapt to changing business needs.
- Ability to work efficiently independently and on a team.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.10 Incident Management Specialist

Role Description

The Incident Management Specialist oversees the Incident Management Process through engagement with customers, Client Management, Systems Support and Development groups. By focusing on customer service, the Incident Management Specialist provides communication and escalation of Incidents and Service Requests across the BlueCross I/S organization and monitors the repair progress of major disruptions in I/S services.

Responsibilities

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- Provides focus on progress toward resolution of high impact Incidents.
- Reviews severity assignments for proper focus.
- Reviews ownership identification to ensure correct assignment to areas.
- Ensures resolution confirmation is made with the customer and the ticket is properly documented.
- Facilitates timely resolution by reviewing and escalating aging tickets.
- Communicates status updates to the user community and I/S Management.
- Provides leadership for Red Alert activities.

Knowledge and Skills

- Expert knowledge of the BlueCross Incident Management Process.
- Strong analytical and problem solving skills.
- Ability to build relationships and diffuse difficult situations.
- Ability to lead or participate in technical discussions.
- Flexibility to adapt to changing business requirements.
- Excellent verbal and written communication skills.
- Ability to flourish in a team environment.
- Working knowledge of the BlueCross telephone system.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.11 Infrastructure Solution Designer

Role Description

The Infrastructure Solution Designer translates software technical requirements to infrastructure solution(s) requirements, designs a total end-to-end infrastructure solution, and is accountable for the infrastructure solution for the duration of the Work Request.

Responsibilities

- Collects and documents infrastructure requirements through communications with subject matter experts.
- Designs the infrastructure solution ensuring that the solution enforces I/S strategic, tactical and architectural principles.
- Ensures that the solution is delivered as designed.
- Communicates and escalates design issues to Architect.
- Provides consultation to the team for the duration of the Work Request.
- Designs cost-effective infrastructure technical solutions to meet business requirements and ensures alignment with I/S strategic, tactical, and architectural principles.
- Identifies technical challenges that must be addressed and resolved to successfully achieve business objectives.
- Confirms impact to the Simplified Network by conducting analysis of the Ports, Protocols and Services by the changes to the infrastructure.
- Participates in the Request for Solution and Deployment Management Methodology costing activities.

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- Develops technical assumptions, constraints, approaches, risks, deliverables and estimates. This includes the milestone dates from the Deployment Management Methodology Requirements Phase through the Deployment Management Methodology Pre-Orchestration Phase.
- Articulates infrastructure standards and designs to Deployment Management Methodology stakeholders.
- Ensures that infrastructure defects are triaged, directed to the appropriate place for resolution, and closed with the root cause and final review of the defect.

Knowledge and Skills

- Strong infrastructure analytical skills.
- Strong knowledge of deployment concepts.
- Excellent ability to recommend innovative and cost-effective process solutions to business problems.
- In-depth understanding of BlueCross Technical Infrastructure Architecture.
- Expert knowledge of technical environmental needs and interfaces.
- In-depth understanding of technical requirements discovery concepts.
- Flexibility to adapt to changing business, client and project needs.
- In-depth knowledge of:

    - Development and production environments.
    - Database management systems.
    - Infrastructure utilities and tools.
    - Operating system software.
    - Middleware software.
    - Infrastructure components.
    - Server systems.
    - Server applications.
    - Network interfaces.

- Excellent ability to quickly learn new and different methods, systems, infrastructure devices, etc.
- Excellent ability to effectively communicate technical concepts with technical and non-technical individuals.
- Excellent ability to lead discussions on tactical, strategic and architectural levels with diverse teams.
- Working knowledge of development, deployment, quality assurance and integration methodologies.
- Excellent verbal and written communication skills.
- Exceptional organizational skills.
- Solid planning skills.
- In-depth skill working with personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.12 Integration Engineer

Role Description

The Integration Engineer applies infrastructure engineering standards to integrate a final infrastructure solution into the current network architecture.

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Responsibilities

- Ensures the infrastructure solution encompasses the overall tactical, strategic and architectural principles within the architectural framework.
- Understands application requirements that drive the infrastructure solution.
- Develops engineering specifications and diagrams, which describe the integration of the new or changed infrastructure solution into the Simplified Network architecture.
- Designs and maintains the Internet Protocol (IP) address schema for the network architecture, and applies the IP address schema to the integration of the infrastructure solution into the network architecture.
- Finalizes the Asset Connectivity Report specifications.
- Enforces architecturally-approved connectivity standards through the analysis of connectivity requests and the maintenance of the Ports, Protocols, and Services design documentation.
- Provides network oversight to the Work Request team.
- Identifies technical challenges that must be addressed and resolved to successfully achieve business objectives.
- Escalates technical issues as necessary.
- Develops technical assumptions, constraints, approaches, risks, deliverables and estimates.
- Articulates infrastructure standards and engineered designs to Work Request stakeholders.

Knowledge and Skills

- Exceptional knowledge of infrastructure analysis and solution design.
- Strong infrastructure analytical skills.
- Working knowledge of deployment concepts.
- Ability to recommend innovative technical designs.
- Comprehensive understanding of systems architecture.
- Expert knowledge of technical environmental needs and interfaces.
- In-depth knowledge of:
    - Development and production environments.
    - Database management systems.
    - Infrastructure utilities and tools.
    - Operating system software.
    - Middleware software.
    - Infrastructure components.
    - Server systems.
    - Server applications.
    - Network interfaces.

- Excellent ability to quickly learn new and different methods, systems, infrastructure devices, etc.
- Excellent ability to effectively communicate technical concepts with technical and non-technical individuals.
- Excellent ability to lead discussions on tactical, strategic and architectural levels with diverse teams.
- Excellent ability to present tactical, strategic and architectural designs.
- Strong flexibility to adapt to changing business, client and project needs.
- Solid verbal and written communication skills.
- Solid understanding of organizational impacts.
- Exceptional organizational skills.
- Strong ability to work with diverse teams.

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- In-depth skill working with personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.

1.1.2.13 IT Asset Specialist

Role Description

The IT Asset Specialist tracks IT hardware and software assets from inception through destruction across the IT Asset Inventory Management Life Cycle processes.

Responsibilities

- Works with key areas across the Systems Factory to incorporate IT Asset Inventory Management best practices and to ensure data integrity within the IT Asset Inventory Management system.
- Makes recommendation to management for licensing strategies related to the reuse of hardware, harvesting of software, and optimization of IT services such as hardware and software maintenance.
- Interprets software licensing terms, conditions and entitlements.
- Provides oversight, ensuring that software is maintained on appropriate support and hardware has appropriate maintenance.
- Verifies adherence to software publishers' terms and conditions of use.
- Supports audit management activities in response to vendor software audits.
- Validates that IT assets are destroyed in accordance with State and Federal laws, corporate policies and external customer contract requirements.
- Provides IT asset information and reports that enable internal customers to make sound business decisions and maximize vendor discounts.
- Performs audits to verify physical inventories, including the storeroom, to identify, validate, and balance inventory discrepancies.
- Conducts analysis and resolution of exceptions discovered between IT asset records and IT assets deployed.

Knowledge and Skills

- Deep knowledge of IT hardware, software, services, vendors, and the practices and disciplines of IT asset inventory management.
- Functional knowledge of I/S core processes and how they relate to IT asset inventory management.
- Knowledge of and experience with IT asset discovery tools.
- Knowledge of procurement, inventory management and IT Asset Inventory Management systems.
- Ability to understand the challenges and complexities of technology management, data center management and platform management.
- Research and analysis skills.
- Problem solving.
- Excellent verbal and written communication skills.
- Possess relevant industry certifications.

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1.1.2.14 IT Inventory Specialist

Role Description

The IT Inventory Specialist conducts processes related to receiving, distributing, managing and controlling IT inventory from receipt from the vendor to delivery to the customer or technical team.

Responsibilities

- Receives IT hardware, software and services ensuring that what was ordered matches what was received from the vendor.
- Manages physical inventory across multiple locations to minimize cost and maximize service.
- Develops and implement processes to secure IT hardware and software inventories.
- Picks and kits equipment for delivery to the technical teams on a 24/7 schedule.
- Manages and rotates IT hardware stock.
- Delivers consumable items that do not require technical deployment directly to customers.
- Develops and maintains relationships with shipping companies.
- Manages the packing and shipping of equipment that must be returned to vendors or distributed to remote customer sites.
- Develops and provides reports to support inventory control activities and forecasting.

Knowledge and Skills

- Strong knowledge of IT hardware.
- Demonstrated analytical and problem solving skills.
- Ability to develop models to analyze usage and forecast required inventory levels.
- Expertise in inventory management and control strategies.
- Excellent organizational skills.
- Knowledge of packing and shipping models.
- Solid understanding of distribution environments.
- Good verbal and written communication skills.
- Knowledge of procurement, inventory management and IT Asset Inventory Management systems.

1.1.2.15 Language Lawyer

Role Description

The Language Lawyer provides advice and guidance as a master of information technology languages, uses of infrastructure, utilities, environments or associated functions.

Responsibilities

- Acts as technical efficiency expert (e.g., “Code tuner”).
- Participates and gives sign-off in code walkthrough.
- Provides advice and guidance to teams as requested.
- Supports technical specification development by recommending either the development of new code or the reuse of existing code.
- Ensures programming standards are followed.

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Knowledge and Skills

- In-depth knowledge of programming productivity tools and their uses.
- Solid verbal and written communication skills.
- Good interpersonal communications skills.
- In-depth knowledge of database systems, utility components, programming language, or system components.
- In-depth understanding of the development and production environments.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative technical solutions.
- Negotiating skills.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.

1.1.2.16 Master Toolsmith

Role Description

The Master Toolsmith is accountable for the technical oversight of Tool technologies for the I/S System Factory in support of I/S processes across the overall tool architecture.

Responsibilities

- Serves as the subject matter expert for the technical and architectural vision of the assigned toolset for the overall tool architecture.
- Remains familiar with industry trends and approaches and applies them to the assigned toolsets and technology in support of I/S methodology, governance and standards.
- Remains familiar with industry trends of the assigned toolsets as well as the platforms on which they execute.
- Establishes and maintains a relationship with the Enterprise Architects, Platform Owners, Architects, and the Technology Owners for the technologies in the assigned toolsets.
- Establishes and maintains a relationship with the various I/S staff, which use and rely on the assigned toolset.
- Reviews and approves or rejects tool Technology Roadmaps prepared by Technology Owners.
- Collaborates with the Platform Owner to incorporate the applicable tools Technology Roadmaps into the Platform Roadmap to provide a formal recommendation to the Enterprise Architects on the direction of the platform.
- In conjunction with the Technology Owners and Enterprise Architects, reviews and approves the architectural classification and tool categorization in the System Master Index (SMI) of the technologies within the assigned toolset.
- Provides consultation in matters involving the integrated technologies within the assigned toolset to ensure that the technical risks and opportunities are considered as it relates to architectural discussion and strategic direction.
- Initiates Work Requests through Client Management for the approved tool technologies.

Knowledge and Skills

- In-depth understanding of technology concepts, interfaces, and architecture.
- Strong analytical skills.

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- Ability to lead discussions on tactical, strategic and architectural levels to meet objectives.
- Ability to relate tactical, strategic and architectural requirements to a wide variety of audiences.
- Ability to develop and maintain good working relationships with the I/S staff and I/S Management.
- Good verbal and written communication skills.
- Working knowledge of relevant Technologies.
- Flexibility to adapt to changing technical, business, client and project needs.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.

1.1.2.17 Platform Owner

Role Description

The Platform Owner is accountable for the technical oversight of the set of infrastructure technologies that execute on an assigned platform within the overall infrastructure architecture.

Responsibilities

- Serves as the subject matter expert on the assigned platform.
- Remains familiar with industry trends in regard to the assigned platform as well as the Technologies that execute on the platform.
- Establishes and maintains a relationship with the Infrastructure Enterprise Architects, Architects, and the Technology Owners for the technologies that execute on the assigned platform.
- Reviews and approves or rejects Technology Roadmaps prepared by Technology Owners.
- Incorporates the applicable Technology Roadmaps into a Platform Roadmap to provide a formal recommendation to the Enterprise Architects on the direction of the platform.
- In conjunction with the Technology Owners and Enterprise Architects, reviews and approves the architectural classification in the System Master Index of the technologies that execute on the assigned platform.
- Provides consultation in matters involving the platform to ensure that the technical risks and opportunities are considered as it relates to architectural discussions and strategic direction.
- Initiates Work Requests through Client Management for the implementation of approved Technology and Platform Roadmaps.

Knowledge and Skills

- In-depth understanding of technology concepts, interfaces, and architecture.
- Strong analytical skills.
- Ability to lead discussions on tactical, strategic and architectural levels to meet objectives.
- Ability to relate tactical, strategic and architectural requirements to a wide variety of audiences.
- Ability to develop and maintain good working relationships with the I/S staff and I/S Management.
- Good verbal and written communication skills.
- Working knowledge of relevant infrastructure technologies.
- Flexibility to adapt to changing technical, business, client and project needs.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.

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- Ability to work with diverse teams.

1.1.2.18 Problem Management Specialist

Role Description

The Problem Management Specialist investigates Incident data to detect the underlying causes of reoccurring Incidents and initiates Error Correction Requests, monitoring these to resolution. These actions lead to the improvement of I/S services.

Responsibilities

- Identifies potential problems by trending analysis and research.
- Recommends improvements.
- Communicates identified problems to I/S stakeholders.
- Facilitates meetings with all levels of I/S Management to discuss root cause analysis or problem resolution.
- Monitors resolution of the Error Corrections Requests.
- Communicates status of problems to stakeholders.
- Escalates problems to stakeholders when necessary.

Knowledge and Skills

- Strong general understanding of statistical methods and the ability to apply methods to problem investigation.
- Expert ability to perform data analysis.
- Experience creating queries in database management systems.
- Expert knowledge of spreadsheet and database personal computer applications.
- Working knowledge of BlueCross System Architecture components.
- General understanding of BlueCross' Incident Management and other I/S Service Support processes.
- Comfortable communicating with all levels of staff, from entry level to senior management.
- General knowledge of process improvement techniques.
- Excellent written communication skills.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.19 Process Analyst

Role Description

The Process Analyst is accountable for consistent use of I/S processes across all application areas. Activities can include, but are not necessarily limited to, Work Request initiation, special design review, code management, and environment assignment and monitoring.

Responsibilities

- Ensures all approvals are received for each process exception.

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- Ensures each area follows process correctly and consistently.
- Identifies exceptions to current process and document approval process.
- Provides process metrics for I/S Management review.
- Triages staff "how to" process questions and facilitates resolution.
- Provides staff process training.
- Understands and documents work and process flows.
- Extracts the inventory and distributes as appropriate.
- Monitors and analyzes all inventory reports.
- Performs reconciliation for each effort to ensure all inventory is added to the inventory database.
- Tracks approvals for User System and Acceptance Testing.
- Requests refreshes, data loads, and file drops.

Knowledge and Skills

- Strong analytical skills.
- Excellent verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- In-depth understanding of and experience with work and process flows.
- Good planning and organizational skills.
- Ability to work with diverse teams.

1.1.2.20 Project Manager

Role Description

The Project Manager is responsible for planning, organizing, securing, leading and controlling resources to achieve specific goals of the Work Request. The Project Manager has oversight responsibilities to work with team members to reach agreement on and deliver the basic project management processes of initiation, planning or development, production or execution, monitoring and controlling, and closing.

Responsibilities

- Assembles and leads the Work Request team.
- Develops the Work Request plan with the team.
- Provides clear assignments.
- Sets clear expectations for task delivery.
- Makes sure the Work Request is delivered within budget, on schedule, and fully achieving scope.
- Secures acceptance and approval of deliverables from the Work Request Sponsor and stakeholders.
- Provides clear and accurate Work Request communication, including status reporting and escalation of issues that cannot be resolved within the team.
- Identifies and manages risk including creating and implementing a risk management plan, creating and monitoring a risk matrix, and executing mitigation strategies.
- Leads the team in the creation, maintenance, and retention of Work Request documentation.

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Knowledge and Skills

- In-depth knowledge of project management principles and methodology.
- Exceptional verbal and written communication skills.
- Excellent negotiating skills.
- In-depth knowledge of change management and risk management techniques.
- In-depth understanding of the relevant methodologies within the ISSM.
- Ability to direct multiple project teams simultaneously.
- Ability to coordinate multiple deliverables and dependencies.
- In-depth knowledge of project management tools (e.g., Microsoft Project, etc.).
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.21 Release Management Specialist

Role Description

The Release Management Specialist provides communication to the I/S organization of application and infrastructure changes by monitoring the planning, preparation and scheduling of authorized changes (Release Set) as defined by Work Requests and Requests for Change leading to high quality implementations.

Responsibilities

- Publishes weekly release schedule.
- Facilitates the Release Management Meetings. This involves monitoring and communicating the scheduling, authorization and Post Go-Live analysis of releases to the I/S staff and I/S Management.
- Performs monthly Release metrics and scorecard reporting for I/S Management.
- Communicates Release information to the organization.
- Conducts monthly strategic Release meetings.

Knowledge and Skills

- Strong ability to synthesize complex information and trends and present information to varied audiences as required.
- Ability to perform queries in SQL.
- Excellent meeting facilitation skills.
- Ability to build relationships at all levels of the organization.
- Ability to identify changing business needs and provide an appropriate response.
- High level of planning, organization and related skills.
- Excellent written and verbal communication skills.
- Expert proficiency in personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

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1.1.2.22 Security Champion

Role Description

The Security Champion brings subject matter expertise and knowledge of security framework to provide guidance to the security projects. They are the point of contact for the project to the CISO and works to make security-based decisions for the project. The Security Champion understands the security objectives of the project and works with the project matrix leaders (SSD and Architect) to ensure that the projects are meeting the security objectives of the program in a manner that is consistent with the overall vision and strategy of the security program.

Responsibilities

- Work with the Compliance Service Owners and Audit Advisors to gain feedback on audit and gaps in the enterprise's security posture that exist within the project's scope.
- Work with the Compliance Service Owners to assure that updated processes are accounted for in the continuous monitoring of the enterprise's security posture.
- Identify the security objectives related to the project efforts in the program and develop project requirements to achieve those objectives.
- Provide guidance to project teams regarding the implementation of the security requirements associated with project objectives and confirm solution designed meets security and compliance requirements.
- Assist the project team with prioritization of the efforts within the project based on security risk
- Report to executive management on the status of the project with the project PMs, and project SSDs.

Knowledge and Skills

- Understanding of security controls, IT security standards, and industry best security and compliance practices.
- Planning, organizational and project management skills.
- Understanding of industry security standard frameworks.
- Ability to take complex data and translate the data to actionable security and compliance needs.
- Reporting experience, including use of common reporting tools.
- Strong verbal and written communication skills.
- Ability to work with diverse teams.

Role Interaction

- Compliance Service Owners
- Audit Advisors
- Security Analysts
- Process Auditor (The Security Champion provides data analysis/trend analysis to the Process Auditor.)
- Process Designer (The Security Champion provides compliance reports and status to the Process Designer.)
- Internal and External Business Partners
- Governance
- I/S Architecture

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- Client Management
- ICT Compliance
- Other I/S Compliance areas
- SMEs/TOs/POs (Operational Functions)
- SSDs (Security Compliance Work Definition Functions)

1.1.2.23 Security Compliance Specialist

Role Description

The Security Compliance Specialist evaluates the security compliance level of the deployed, end-to-end infrastructure solution.

Responsibilities

- Evaluates deployed infrastructure components to detect security vulnerabilities during deployment of infrastructure as well as routinely once the infrastructure is operational.
- Identifies and articulates security risks and their compliance implications in deployed infrastructure components.
- Assists in the remediation of security vulnerabilities.

Knowledge and Skills

- Expert knowledge of compliance validation tools.
- Expert understanding of security standards, rules and configuration methods.
- Excellent ability to quickly learn new and different methods, systems, infrastructure devices, etc.
- Ability to participate in technical discussions.
- Good verbal and written communication skills.
- Working skill with personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.

1.1.2.24 Service Creation Engineer

Role Description

The Service Creation Engineer is responsible for designing a standards-based infrastructure service offering that can be used to meet the technical requirements of multiple applications and customers. They also provide end-to-end technical leadership to the Service Creation process.

Responsibilities

- Ensures Infrastructure Service Offerings complement I/S strategic, tactical and architectural direction.
- Aligns combinations of platforms and technologies into highly repeatable, “pre-engineered” and “pre-architected” service offerings, which are used to design specific infrastructure solutions for specific customer applications.

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- Assembles combinations of platforms and technologies into highly repeatable, "pre-engineered" Infrastructure Service Offerings and documents these combinations in an artifact called the "Service Definition Document."
- Maintains the Infrastructure Service Offerings, which includes those for computing platforms, leveraged platforms, infrastructure components and network profiles.
- Collaborates with the Architect, Platform Owners and Technology Owners, Deployment Specialists and IT Asset Specialist as needed to develop Infrastructure Service Offerings.
- Provides expert advice to Infrastructure Solution Designers on the use of Infrastructure Service Offerings.
- Ensures that the choices and options described in the Service Definition Document properly align the technologies in the platform decision matrices with actual deployment scripts, procedures, best practices, or techniques.
- Designs cost effective Infrastructure Service Offerings to meet the technical requirements for multiple applications.
- Develops technical assumptions, constraints, approaches, risks, and deliverables as pertaining to infrastructure services.
- Articulates infrastructure standards and designs to Work Request stakeholders.

Knowledge and Skills

- Strong infrastructure analytical skills.
- Strong knowledge of deployment concepts.
- Excellent ability to see beyond the basic, immediate technical requirements.
- Excellent ability to be a champion of the "master cloud" concepts.
- Excellent ability to recommend innovative and cost-effective process solutions to business problems.
- In-depth understanding of BlueCross Systems Architecture.
- Expert knowledge of technical environmental needs and interfaces.
- In-depth understanding of technical requirements discovery concepts.
- In-depth knowledge of:

    - Development and production environments.
    - Database management systems.
    - Infrastructure utilities and tools.
    - Operating system software.
    - Middleware software.
    - Infrastructure components.
    - Server systems.
    - Server applications.
    - Network interfaces.

- Excellent ability to quickly learn new and different methods, systems, infrastructure devices, etc.
- Excellent ability to effectively communicate technical concepts with technical and non-technical individuals.
- Excellent ability to lead discussions on tactical, strategic and architectural levels with diverse teams.
- Working knowledge of development, deployment, quality assurance, and integration methodologies.
- Excellent verbal and written communication skills.
- Exceptional organizational skills.
- Solid planning skills.

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- In-depth skill working with personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong ability to work with diverse teams.
- Solid negotiating skills.

1.1.2.25 Service Desk Specialist

Role Description

The Service Desk Specialist provides customer service by serving as the central point of contact to the BlueCross I/S organization and first-level support for Incidents and Service Requests, enabling customers to experience normal operational I/S service. The Service Desk Specialist attempts to resolve customer issues on first contact or follows the BlueCross Incident Management process to engage appropriate second-level support.

Responsibilities

- Responds to initial customer contact with appropriate actions.
- Instructs the customer in the available self-service.
- Accurately assesses issue, understands customer impact, and assigns severity.
- Closes ticket if resolved on first contact.
- Provides information to the customer allowing follow-up with any action that they need to take to resolve the issues.
- Accurately triages issues.
- Transfers the Incident or Service Request to the correct group for resolution if not closed on first contact.

Knowledge and Skills

- Basic knowledge of the many BlueCross customers, support areas and applications.
- Strong problem solving skills with the ability to actively listen and ask questions designed to uncover root causes of problems.
- Ability to learn quickly and apply knowledge to different but similar situations as they arise.
- Working knowledge of personal computer, telephone and network functionality.
- Ability to read instructions and apply them to the customer's situation.
- Ability to effectively communicate technical concepts with technical and non-technical individuals both verbally and in writing.
- Strong flexibility to adapt to changing business and client needs.
- In-depth knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.

1.1.2.26 Software Designer

Role Description

Within an application, the Software Designer is accountable for the creation and implementation of software solutions for a given Work Request by providing technical specifications and approving code.

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Responsibilities

- Understands the I/S strategic and architectural direction for a given application system.
- Participates and gives sign-off in code walkthrough.
- Ensures application performance standards are met.
- Supports the development of estimates on Work Requests by offering viable options, applicable assumptions, constraints, recommendations and other estimating information to support those options.
- Provides input to technical assumptions, constraints, objectives, approaches, risks, deliverables and estimates.
- Communicates and escalates design or operational risks to the System Designer.
- Communicates the technical direction to team members during the course of the assigned Work Request.
- Creates technical specifications for the Software Developer utilizing the objectives, approaches and deliverables.
- Ensures the technical solution for a given application system or subsystem complements the I/S strategic and architectural direction. Performs this under the direction of a System Expert or System Analyst.
- Identifies risks with the application capabilities relating to the design.
- Provides input into the creation and implementation of a software solution.
- Recognizes potential cross-impacts with other projects or change sheets.
- Understands diagrams, prototypes, and proofs of concept for the applications and all interfaces and channels.
- Works under the direction of System Analysts or System Experts to promote the use of optimum design, analysis, and coding techniques.

Knowledge and Skills

- Strong analytical skills.
- Understanding of system analysis concepts.
- In-depth understanding of an application and its interfaces.
- In-depth knowledge of applicable programming languages.
- Ability to lead or participate in technical discussions.
- Ability to relate technical requirements to the Work Request team.
- Good verbal and written communication skills.
- In-depth knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative technical solutions to business requirements.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Basic understanding of project management skills.
- Basic understanding of resource planning and organizational impacts.
- Understanding of requirements gathering concepts.
- Ability to work with diverse teams.

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1.1.2.27 Software Developer

Role Description

The Software Developer is accountable for coding and performing work activities associated with the development and maintenance of systems.

Responsibilities

- Analyzes system software problems and recommends workable solutions.
- Develops new code or reuses existing code.
- Interfaces with System Analysts, Software Designers and other team members to understand business requirements that drive the technical specifications of quality technical solutions.
- Interprets technical specifications and undertakes coding, testing, implementing, documenting and support of application software.
- Utilizes structured programming and database techniques to create code, which functions with optimal efficiency.
- Maintains the System Documentation Manuals (SDMs) with input from the Software Designer, System Expert and System Designer as changes are implemented to the application systems.
- Participates in component and data architecture design and performance monitoring.

Knowledge and Skills

- Strong analytical skills.
- Understanding of system analysis concepts.
- Working knowledge of a given systems application and related interfaces.
- Working knowledge of development, quality assurance, and integration methodologies.
- Working knowledge of programming productivity tools and their uses.
- Ability to lead or participate in technical discussions.
- Ability to describe technical requirements to all skill and knowledge levels.
- Good verbal and written communication skills.
- Working knowledge of a given application within the development and production environments, database systems and utilities, applicable programming languages and system components.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Basic understanding of project management methodologies.
- Understanding of requirements gathering concepts.
- Ability to work with diverse teams.

1.1.2.28 Solution System Designer

Role Description

For a particular Work Request, the Solution System Designer is accountable for the end-to-end design and development of the business solution (application systems, infrastructure and process) to the business problem identified in a Work Request. The Solution System Designer provides technical, architectural and strategic direction to the Work Request team for the duration of the life cycle of the Work Request.

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Responsibilities

- Ensures that the customer's overall business needs are met.
- Designs the business and technical solution while ensuring that the solution encompasses the overall tactical, strategic and architectural principles.
- Communicates and escalates design issues to the Architects.
- Ensures that the artifacts such as prototypes and Concept Diagrams that are created convey the directed design solution.
- Resolves disagreements between Work Request team members regarding design issues.
- Provides technical leadership along with the Infrastructure Solution Designer for Work Requests.

Knowledge and Skills

- Strong analytical skills.
- Understanding of system analysis concepts.
- In-depth understanding of systems applications and interfaces.
- In-depth understanding of systems architecture.
- Ability to relate tactical, strategic and architectural requirements to a wide variety of audiences.
- Exceptional verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative process solutions to business problems.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Planning, organizational and project management skills.
- Understanding of requirements gathering concepts.
- Ability to work with diverse teams.

1.1.2.29 System Analyst

Role Description

The System Analyst is accountable for translating business requirements and design concepts into technical requirements for a given Work Request.

Responsibilities

- Participates and gives sign-off in code walkthrough.
- Develops technical assumptions, constraints, approaches, risks, deliverables, estimates, storyboards and proofs of concept.
- Communicates and escalates design or operational risks to the System Designer.
- Ensures that the technical specifications created by the Software Designer align with the approaches and deliverables.
- Understands and supports the creation and maintenance of diagrams, prototypes, and proofs of concept for the applications and all interfaces and channels.

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Knowledge and Skills

- In-depth understanding of system analysis concepts.
- Strong analytical skills.
- In-depth understanding of and experience with an application and its interfaces.
- An understanding of the business functionality of an application and its interfaces.
- Ability to lead discussions on a technical level to meet project objectives.
- Exceptional verbal and written communication skills.
- In-depth knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Good understanding of resource planning and organizational impacts.
- Planning, organizational and project management skills.
- Understanding of requirements gathering concepts.
- Ability to work with diverse teams.

1.1.2.30 System Designer

Role Description

Within a specific application area, the System Designer is accountable for the development and implementation of a solution for a work effort. The System Designer will provide technical, architectural and strategic direction to that application area.

Responsibilities

- Designs the technical solution and the business solution ensuring the solutions encompass the overall tactical, strategic and architectural principles for a specific application.
- Creates the diagrams that convey the directed design solution for a specific application.
- Escalates design issues to the Solution System Designer.

Knowledge and Skills

- Exceptional knowledge of systems analysis and solution design.
- Strong analytical skills.
- In-depth understanding of the business functionality of an application and its interfaces.
- In-depth understanding of systems applications and interfaces.
- Ability to present tactical, strategic and architectural designs.
- Exceptional verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative process solutions to business needs.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.

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- Good understanding of resource planning and organizational impacts.
- Understanding of project management methodology.
- In-depth understanding of requirements gathering concepts.
- Ability to work with diverse teams.

1.1.2.31 System Expert

Role Description

The System Expert serves as a consultant and must possess technical expertise and system-specific functional knowledge.

Responsibilities

- Ensures application performance standards are met.
- Evaluates an application system's stability and performance by reviewing monitoring data and making recommendations for improvement.
- Identifies risks with the application capabilities relating to the design.
- Ensures technical solutions for a given application system or subsystem complement the I/S strategic and architectural direction.
- Participates and gives sign-off in code walkthrough.
- Supports the development of estimates. Offers viable options, applicable assumptions, constraints, recommendations and other estimating information to support those options.
- Develops technical assumptions, constraints, approaches, risks, deliverables and estimates with the System Designer and System Analyst.
- Advises Software Designers and Software Developers on the use of optimum design, analysis, and coding techniques.
- Communicates and escalates design or operational risks to the System Designer.
- Recognizes potential cross impacts with other projects or change sheets.
- Reviews technical specifications created by the Software Designer as requested.
- Supports the creation and maintenance of diagrams, prototypes, and proofs of concept for the applications and all interfaces and channels.

Knowledge and Skills

- Strong analytical skills.
- In-depth understanding of and experience with an application and its interfaces.
- In-depth understanding of available Enterprise and manual monitoring of an application.
- Ability to participate in technical discussions.
- Good verbal and written communication skills.
- In-depth knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to recommend innovative technical solutions to business requirements.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Basic understanding of resource planning and organizational impacts.
- Planning, organizational and project management skills.
- Understanding of requirements gathering concepts.

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- Ability to work with diverse teams.

1.1.2.32 Team Lead

Role Description

The Team Lead is accountable for assembling a qualified team for system area(s) in support of a Work Request, the allocation of assigned work, the monitoring of tasks, and the ensuring of the timely delivery of a quality solution. The Team Lead may shift team resources and obtain additional resources from I/S Management to respond to changing circumstances.

Responsibilities

- Assigns and schedules Work Request tasks to staff based on staff availability and skill.
- Escalates logistical issues to I/S Management and technical issues to Work Request leadership.
- Tracks and communicates status, resource needs, deadlines and issues resolution in a timely manner.

Knowledge and Skills

- Strong analytical skills.
- Working knowledge of system analysis concepts.
- Working knowledge of the application and business functions.
- Exceptional verbal and written communication skills.
- Basic knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to balance the workload for several Work Requests simultaneously.
- Solid understanding of resource planning and organizational impacts.
- Working knowledge of requirements gathering concepts.

1.1.2.33 Technical Writer

Role Description

The Technical Writer is accountable for gathering information and authoring documentation tailored to target audiences.

Responsibilities

- Assists the system development staff with maintenance of the System Documentation Manuals.
- Creates and maintains system technical documentation.
- Creates and maintains system user documentation.
- Creates Work Request release notices.
- Supports the creation of concept and workflow diagrams.

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Knowledge and Skills

- Ability to participate in technical discussions.
- Exceptional comprehension skills.
- Exceptional written communication skills.
- Good verbal communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Flexibility to adapt to changing business, client and project needs.
- Ability to quickly learn new and different methods, systems, etc.
- In-depth knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.

1.1.2.34 Technology Owner

Role Description

The Technology Owner is accountable for the integrity of a specific infrastructure software system (Technology) and provides input on its technical, architectural, and strategic direction.

Responsibilities

- Serves as the subject matter expert on the assigned Technology.
- Performs ongoing assessment of the value the technology is providing.
- Stays current with industry trends in regard to the assigned Technology.
- Establishes and maintains a relationship with vendor(s) for the assigned technologies for technical support needs.
- Obtains Vendor Roadmaps.
- Evaluates when upgrades or product replacements are necessary or beneficial by evaluating product release information.
- Creates and maintains the Technology Roadmap to provide a formal recommendation to the Platform Owner(s) on the direction of the Technology.
- Works with the Service Creation Engineer during design and development of Infrastructure Service Offerings.
- Provides consultation in matters involving the Technology to ensure that the technical risks and opportunities are considered as it relates to Problem Management, Incident Management, Deployment Management, Contract Management or any other activity requiring technical knowledge.
- Keeps the System Master Index up to date for the assigned Technology.

Knowledge and Skills

- In-depth understanding of technology concepts, interfaces, and architecture.
- Strong analytical skills.
- Ability to lead discussions on tactical, strategic and architectural levels to meet objectives.
- Ability to relate tactical, strategic and architectural requirements to a wide variety of audiences.
- Ability to develop and maintain good working relationships with the I/S staff and I/S Management.

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- Good verbal and written communication skills.
- Working knowledge of relevant Technology.
- Flexibility to adapt to changing technical, business, client and project needs.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.

1.1.2.35 Technology Support Center Supervisor

Role Description

The Technology Support Center Supervisor has responsibilities for coaching, mentoring, performance monitoring, policy management and workforce scheduling. The Technology Support Center Supervisor spends time with each Service Desk Specialist and Incident Management Specialist, focusing on improving technical and professional skills and creating career development plans. The Technology Support Center Supervisor ensures Incident Management processes are being followed across the organization.

Responsibilities

- Provides technical support, direction, and supervision to Service Desk Specialists and Incident Management Specialists.
- Provides guidance to Incident Management Dispatchers.
- Handles escalations of Incidents and Service Requests.
- Answers advanced technical questions from Service Desk Specialists and Incident Management Specialists.
- Conducts conference calls with Operations Support and Systems Support in an effort to resolve Incidents and Service Requests.
- Ensures appropriate call quality. Conducts quality monitoring and provides performance feedback to Service Desk Specialists and Incident Management Specialists.
- Oversees reporting for accuracy. Understands daily, weekly, and monthly reporting methodology and trends and explains variances in service levels.
- Actively participates in the onboarding of new staff.
- Conducts one-on-one training, feedback, and coaching with all technicians. Works with appropriate teams to improve employee training outcomes in call quality, productivity, and efficiency.
- Prepares and conducts Performance Reviews. Maintains a focus on staff performance and development throughout the performance review cycle. Monitors performance of staff to ensure the appropriate understanding and utilization of applicable policies and procedures. Monitors production and timeliness of work.
- Establishes effective scheduling processes and schedules to meet or exceed agreed service levels. Monitors service levels and phone state activity. Makes necessary changes in staffing or call flow to respond to changing circumstances, call volume, or staff availability.

Knowledge and Skills

- Strong communication skills.
- Strong work scheduling skills.
- In-depth working knowledge of all tools, systems and processes used in the Technology Support Center.

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- Strong customer service orientation and knowledge of customer service best practices.
- Ability to understand complex technical information and communicate this information to a variety of audiences who have different levels of experience and knowledge.
- Familiarity with infrastructure and Systems Support areas.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.

1.1.2.36 Test Designer

Role Description

The Test Designer is accountable for reviewing the requirements for testability and for creating, scheduling and ensuring adherence to the Test Plan.

Responsibilities

- Attends Joint Requirements Planning (JRP) sessions at the discretion of the Solution System Designer to provide input on aspects of testability.
- Conducts a Static Review of requirements.
- Reviews requirements for testability, clarity and completeness.
- Collaborates with the Business System Analyst(s) and Infrastructure Solution Designer in the development of acceptance criteria for requirements in the requirements and design documentation.
- Collaborates with the Infrastructure Solution Designer in the development of acceptance criteria for the infrastructure in the Solution Phase documentation.
- Validates which areas will be involved in validation.
- Attends Joint Application Design (JAD) sessions to provide input on aspects of testability.
- Develops a detailed Test Plan with input from the Work Request team.
- Documents Load Test Requirements, if applicable, with collaboration with the Work Request team.
- Leads all Test Plan reviews to ensure that the Test Plan is complete and includes all of the validation requirements and logistics.
- Collaborates with the Tester(s) to define the validation approach for each requirement.
- Collaborates with the Tester(s) to create Structured Validation Diagrams.
- Collaborates with the Tester(s) to determine and perform appropriate validation techniques.
- Collaborates with Tester(s), Business System Analyst(s), and Infrastructure Solution Designer in the development and execution of the I/S Test Matrix.
- Ensures that the test cases in the I/S Test Matrix trace back to functional requirements for completeness.
- Coordinates the requests for test data downloads and uploads.
- Develops and sends test requests to the testing stakeholders.
- Oversees and triages reported defects against new system enhancements.
- Works closely with the Work Request team for defect resolution.
- Oversees progress and approves the results of the validation by the I/S Testers.
- Reports weekly testing statistics to the Project Manager.
- Collects and tracks the status of all sign-offs for each validation phase.
- Collects completed test matrices from the non-I/S Testers.
- Participates in the validation Go/No Go Decisions.

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Knowledge and Skills

- Strong analytical skills.
- Knowledge of Requirements Analysis methods and tools.
- Ability to comprehend requirements of a Work Request.
- Ability to comprehend design specifications of a Work Request.
- Knowledge of system analysis methods and tools.
- Operational and functional knowledge of system application and system data elements.
- Working knowledge of the business functions.
- Good verbal and written communication skills.
- Working knowledge of functions of the testing environments.
- Flexibility to adapt to changing testing requirements and project needs.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.
- Detail oriented.
- In-depth knowledge of test planning methods and Test Plan content.

1.1.2.37 Tester

Role Description

The Tester is accountable for executing the Test Plan and reviewing and documenting the results to ensure that requirements for a given Work Request have been met.

Responsibilities

- Collaborates with the Test Designer(s) in a Static Review of requirements.
- Performs structured validation analysis of design specifications and provides structured validation diagrams.
- Determines the appropriate validation techniques.
- Ensures the test cases in the I/S Test Matrix trace back to functional requirements for completeness.
- Develops and executes the test matrices (test cases) based on defined validation requirements and Test Plans.
- Locates or creates test data.
- Coordinates the activities required to execute the test matrices.
- Performs validation for Work Requests to ensure the business functions are met and ready for customer verification.
- Reports the defects identified during the test execution and retests the fixes.
- Verifies and approves the validation results of the repair of the defects.
- Performs the defect retest before turning back over to the customer for retest.
- Performs the verification of test environments for testability and availability.

Knowledge and Skills

- Knowledge of Requirements Analysis methods and tools.
- Ability to comprehend design specifications of a Work Request.

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- Strong analytical skills.
- Operational and functional knowledge of system application and system data elements.
- Good verbal and written communication skills.
- Working knowledge of development and production environments, database systems and utilities, applicable programming languages and system components.
- Working knowledge of functions of the testing environments.
- Flexibility to adapt to changing testing requirements and project needs.
- Ability to quickly learn new and different processes, techniques and systems.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.
- Detail oriented.
- In-depth knowledge of test matrix development.
- Working knowledge of test planning methods and Test Plan content.
- Knowledge of testing concepts.

1.1.2.38 Toolsmith

Role Description

The Toolsmith is accountable for ensuring that the technical testing environments needed by a systems team are available, populated and functional for all Work Requests.

Responsibilities

- Ensures that the Source Configuration Management system is maintained.
- Ensures that on-demand and scheduled file drops and benchmarks used to support testing occur.
- Ensures that technical environment issues are resolved in a timely manner.
- Ensures the technical environments are maintained and functionally usable.
- Ensures that all input and output channels are available within the technical environment.
- Maintains information on the technical status of environments.
- Makes recommendations for the improvement of technical environments.
- Makes recommendations on the optimum technical environment for Work Requests.

Knowledge and Skills

- Strong analytical skills.
- Expert knowledge of the Source Configuration Management system.
- Good verbal and written communication skills.
- Flexibility to adapt to changing business, client and project needs.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.
- Expert knowledge of technical environmental needs and interfaces.

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1.1.2.39 Usability Designer

Role Description

The Usability Designer is accountable for ensuring the usability of the system presentation user interface.

Responsibilities

- Ensures the user interface solution for a given application system within a Work Request complements the I/S strategic and architectural direction.
- Ensures that usability is considered in the development of estimates.
- Communicates and escalates user interface design risks to the Solution System Designer.
- Directs efforts to develop non-working and working prototypes, which demonstrate system application functionality.
- Ensures consistency across user interfaces.
- Focuses the team's design efforts on the users' interface needs.
- Performs heuristic evaluations of sites and applications.
- Conducts usability testing for Work Requests.

Knowledge and Skills

- Strong analytical skills.
- Excellent verbal and written communication skills.
- Flexibility to adapt to changing business, client and project needs.
- Ability to quickly learn new and different methods, systems, etc.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Strong organizational skills.
- Ability to work with diverse teams.
- Strong collaboration and facilitation skills.
- Ability to document designs in site architecture, workflow, and wireframe formats.
- In-depth knowledge of industry standards and trends for user-centered design.
- In-depth knowledge of user experience design and usability research methods.

1.1.2.40 Vendor Application Administrator

Role Description

The Vendor Application Administrator is accountable for acquiring vendor product release information required to establish the internal Application Roadmaps. Application Roadmaps are a vital part of maintaining the integrity of the vendor application software systems that are being utilized.

Responsibilities

- Establishes and maintains a relationship with vendor(s) for the assigned vendor products for application support needs.
- Obtains product release information and provides that to the assigned Architect.

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- Coordinates discussions between the Architect(s), BlueCross I/S staff, and appropriate vendor representative(s).
- Loads the product release information and other key milestones into the appropriate repository.
- Facilitates the product release information portion of the quarterly Strategic Application Architecture Committee meetings.

Knowledge and Skills

- Ability to facilitate work sessions and meetings.
- Ability to develop and maintain good working relationships with vendor management at all levels, I/S staff, and I/S Management.
- Good verbal and written communication skills.
- Flexibility to adapt to changing technical, business, and client needs.
- Working knowledge of personal computer applications such as word processing, spreadsheets, Visio, PowerPoint, graphics, etc.
- Ability to work with diverse teams.

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1.2 Other IT Roles

The implementation of Roles within the BlueCross BlueShield of South Carolina (BlueCross) Information Systems (I/S) Division continues. The following Roles (Table 1–1) have been named, although the Honeycomb process has not been completed. These are listed in alphabetical order with the preliminary Role Description. The "**" by each IT Role in the table indicates that the Honeycomb process is incomplete for that IT Role.

Other IT Roles

IT Role	Preliminary Role Description
Administrative Assistant**	Conducts administrative and office support activities for multiple areas. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.
Change Management Coordinator**	Coordinates processes related to managing all Requests for Change (RFCs) that are not defined as a standard service under a Service Level Agreement, and are associated with a Work Request, error correction request, or Infrastructure Architecture modification request.
Chief Information Officer**	IT executive responsible for vision, strategy, direction, guidelines, policies, planning, coordination, and oversight of the IT organization.
Client Advocate**	Works as a liaison between Customer/Client and IT to ensure the implementation of technical solutions meets the clients' business need.
Data Center Operations Specialist**	Develops, maintains, and executes effective operational procedures that ensure a stable and safe Information Communication Technology (ICT) Infrastructure and related services are available 24/7.
ICT Capacity Management Specialist**	Provides end-to-end Systems Monitoring, Application Sizing, Modeling, and Workload Management to measure current use and predict future needs of ICT Infrastructure resources.
ICT Database Administrator (DBA)**	Designs, creates, enhances and maintains all informational and operational databases as well as installing, validating, monitoring, tuning, and maintaining Database Management System (DBMS) software used on Host and Non-Host platforms.
IT Manager**	Under development
Line of Business (LOB) Manager**	IT executive financially responsible and accountable for the cost of I/S expends supporting a specific Client's business.
Network Operations Center**	Develops, maintains, and executes effective operational procedures to monitor the business-related performance of communication networks to ensure an availability, stability and safety 24/7.
NH Break-Fix Specialist**	Implements repairs to the Non-Host Infrastructure to correct

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Other IT Roles

IT Role	Preliminary Role Description
	failures caused by an interruption to or a reduction in the quality of service in a timely fashion by utilizing an escalation process based on operational system downtime or impact of failure.
NH Maintenance Specialist**	Implements authorized maintenance activity changes to the ICT Infrastructure (e.g., computing platforms, networks, operating systems, enabling software) using the ICT Deployment Management Methodology.
Operations Management Specialist**	Performs support within the Operations Management group of process areas. Supports multi-platform systems and print operations support. Manages job schedules. Analyzes system and hardware providing recommendations for process improvement and/or problem resolutions.
Print Center Operations Specialist**	Develops, maintains, and applies effective operational procedures that ensure a stable and safe print output operation and related services are available 24/7.
Service Delivery Specialist**	Performs support within the Service Delivery group of process areas. Creates data query code. Analyzes system/processes and provides implementation plans, process improvement recommendations, capacity forecasting, issue resolution, and reporting.
Staff Resource Management (SRM) Consultant**	Partners/consults with leadership to identify and discuss performance, retention, and other trends and offers improvement recommendations. Identifies opportunities to improve performance levels within I/S using performance measures, standards and indicators and provides management coaching in support of performance monitoring. Handles major initiatives in support of Staff Resource Management.
System Access Management Specialist**	Provides support for identity management for user accounts and protection of system resources. Sets up, maintains and terminates system access on multiple security architectures and within multiple secure applications.
System Support Specialist**	Responsible for the day-to-day monitoring and execution of production and test application systems per agreed upon service and quality levels.
Technical Recruiter**	Achieves staffing objectives by sourcing, recruiting and screening applicants for a variety of technical positions. Ensures candidates' background and experience meet the minimum requirements of the position descriptions and offers qualified candidates' resumes to hiring managers for consideration.
Technical Support Specialist**	Provides technical expertise on all or some of the operational properties of the infrastructure, operating systems, management tools, and/or configurations; installs and maintains operating system and other enabling software, implements repairs to said

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Other IT Roles

IT Role	Preliminary Role Description
	software to correct failures caused by an interruption to or a reduction in the quality of service in a timely fashion by utilizing an escalation process (Incident tickets) based on operational system downtime or impact of failure as well as providing the final internal level of technical support to the IT organization.
Telephone Operator**	Responsible for supporting businesses by operating switchboards and connecting callers to the appropriate extensions, takes and relays messages and handles outgoing, interoffice or incoming calls.
Training Specialist**	Partners/consults with I/S Training Customers to promote the creation of innovative learning solutions and the use of technology and other tools to meet business goals. Where applicable, contributes expertise as a member of high-level I/S functional committees focused on developing a high-performing workforce.

Table 1–1 Other IT Roles

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