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| **Profile title** | **ACCOUNT MANAGER ROLE** |  |  |  | **(1)** |
| **Summary statement** | Senior focal point for client sales and customer satisfaction. | | | | |
| **Mission** | Builds business relationships with clients to facilitate the sale of hardware, software, telecommunications or ICT services. Identifies opportunities and manages sourcing and delivery of products to customers. Has responsibility for achieving sales targets and maintaining profitability. | | | | |
| **Main task/s** | * Maintain overall customer satisfaction with products and/or services * Identify opportunities to propose new products or services * Provide the primary contact point for client executive management * Deliver value added presentations related to products and services to customer executive management * Lead negotiations to establish profitable contracts with client(s) * Maintain and enhance business relationships | | | | |

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| **Profile title** | **BUSINESS ANALYST ROLE (2)** |
| **Summary statement** | Analyses the business domain and optimises business performance through technology application. |
| **Mission** | Analyses the information and the processes needed to support business plans. Formulates functional and non-functional requirements of the business organisation and advises on the lifecycle of the information solutions. Evaluates the impact in terms of change management. |
| **Main task/s** | * Contribute to the preparation of the organisation’s business plan * Analyse business requirements and design related processes * Support Digital Transformation, identifying areas for improvement in business processes * Provide possible ICT solutions compliant with the ICT strategy * Develop business cases related to the proposed solutions * Analyse required information and documents * Develop plan for continuity of operations |

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| **Profile title** | **BUSINESS INFORMATION MANAGER ROLE (3)** |
| **Summary statement** | Proposes, plans and manages functional development of the Information System (IS) focusing upon the needs of users. |
| **Mission** | Aligns the Information System to the business strategy within their area/domain. Ensures continuous enhancement whilst accounting for user requirements, service quality and budgetary constraints. |
| **Main task/s** | * Manage the information and communication technology development focused on user needs * Prepare for changes to the Information System influenced by technology updates or user needs * Formalise, consolidate and drive the development of the IS configuration * Evaluate the relevance of the Information Systems to users * Liaise between the user community and the IS infrastructure * Translate user requirements into functional specifications |

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| **Profile title** | **CHIEF INFORMATION OFFICER (CIO) ROLE (4)** |
| **Summary statement** | Develops and maintains Information Systems to generate value for the business and meet the organisation’s needs. |
| **Mission** | Ensures the alignment of the Information Systems strategy with the business strategy. Provides leadership for the implementation and development of the organisations architecture and applications. |
| **Main task/s** | * Enable the company’s digital strategy * Define and implement ICT strategy and ICT governance * Ensure the reliability, confidentiality, security and integrity of Information Systems * Responsible for the quality and management of ICT customer- supplier relationships in particular contracts * Define and ensure compliance with Service Level Agreements * Ensure that ICT change management processes are implemented |

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| **Profile title** | **DATA ADMINISTRATOR ROLE (5)** |
| **Summary statement** | Designs, implements or monitors and maintains data sets, structured (databases) and unstructured (big data). |
| **Mission** | Administer and monitor data management systems and ensures design, consistency, quality and security. |
| **Main task/s** | * Apply standards methods and tools for measuring and reporting on wide set of relevant performance indicators (response time, availability, safety, integrity) * Produce data set procedures and instructions for other analysts or administrators * Monitor and maintain data management systems * Ensure the integrity and security of existing data management systems * Identify, investigate and correct problems or incidents related to data management systems * Provide training, support, advice and guidance on data set issues to other information system practitioners |

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| **Profile title** | **DEVELOPER ROLE (6)** |
| **Summary statement** | Designs and/ or codes components to meet solution specifications. |
| **Mission** | Ensures building and implementing of ICT applications. Contributes to low- level design. Writes code to ensure optimum efficiency and functionality and user experience. |
| **Main task/s** | * Develop engineer and integrate components * Follow user experience guidelines * Aware of and address known security vulnerabilities, applying security by design * Shape documentation * Provide advanced, component technical support * Resolve issues prior to and following testing |

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| **Profile title** | **DIGITAL MEDIA SPECIALIST ROLE (7)** |
| **Summary statement** | Integrates digital technology components for internal and external communication purposes. |
| **Mission** | Designs and codes social media applications and websites. Makes recommendations on Application Programming Interface (API) and supports efficiency through appropriate content management systems. |
| **Main task/s** | * Carry out user experience design methods and translate into application requirements * Design web and multimedia applications content in line with user and customer needs * Test and resolve any technical, usability and accessibility issues * Ensure compliance with privacy, legal requirements and accessibility standards * Provide guidance on search engine optimisation (SEO) |

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| **Profile title** | **ENTERPRISE ARCHITECT ROLE (8)** |
| **Summary statement** | Designs and maintains the holistic architecture of business processes and information systems. |
| **Mission** | Maintains a holistic perspective of the organisation strategy, processes, information, security and ICT assets. Links the mission, strategy and business processes to the IT strategy. Ensures project choices are integrated consistently, efficiently and in a sustainable manner according to the enterprise’s digital standards. |
| **Main task/s** | * Align digital and ICT strategies and planning with the organisation’s business goals * Anticipate future business needs and plan for how architecture will support/enable it * Streamline business processes, functions, procedures and workflows and apply a consistent implementation approach * Manage stakeholder engagement in the development of new processes and systems and verifies feasibility * Conduct post-implementation reviews to evaluate benefits accrued from new processes and systems * Build and maintain standards and enterprise architecture model and principles, for example process mapping * Evaluate the impact of changes within the ecosystem of the organisation (including political, technical, social, regulatory, legal) on the enterprise architecture |

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| **Profile title** | **DIGITAL CONSULTANT ROLE (9)** |
| **Summary statement** | Supports understanding of how digital technologies add value to a business. |
| **Mission** | Maintains a technology watch to inform stakeholders of existing and emerging technologies and their potential to add business value. Supports the identification of needs and solutions for achieving business and IS strategic goals. |
| **Main task/s** | * Provide advice on how to optimize the use of existing tools and systems * Raise awareness of information technology innovations and potential value to a business * Make recommendations for the development and implementation of a business project or technological solution * Participate in scoping the business case for potential projects * Participate in the assessment and choice of digital solutions * Assess risks of change to business continuity and for information security |

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| **Profile title** | **ICT OPERATIONS MANAGER ROLE (10)** |
| **Summary statement** | Manages operations, people and overall ICT resources. |
| **Mission** | Implements and maintains a designated part of an ICT operation ensuring that activities are conducted in accordance with organisational rules, processes and standards. Plans changes and implements them in accordance with organisational strategy and budget. Risk manages and ensures the effectiveness of the ICT infrastructure. |
| **Main task/s** | * Coordinate and manage staff * Direct, organize, plan and monitor activities * Negotiate the objectives and resources * Manage the departmental budget * Establish and monitor management information * Analyse and propose solutions for continuous productivity improvement * Manage the implementation and monitoring of IS quality assurance and security * Communicate with internal business departments and project owners |

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| **Profile title** | **INFORMATION SECURITY MANAGER ROLE (11)** |
| **Summary statement** | Leads and manages the organisation information security policy. |
| **Mission** | Defines the information security strategy and manages implementation across the organisation. Embeds proactive information security protection by assessing, informing, alerting and educating the entire organisation. |
| **Main task/s** | * Define the information security strategy and standards * Contribute to the development of the organisation’s security policy * Manages security audits * Evaluate risks, threats and consequences * Establish and manage prevention, detection, correction and remediation plans * Inform and raise awareness among general management and across all IT users and professionals * Conduct information security operations |

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| **Profile title** | **INFORMATION SECURITY SPECIALIST ROLE (12)** |
| **Summary statement** | Ensures the implementation of the organisation’s information security policy by the secure and appropriate use of ICT resources. |
| **Mission** | Defines, proposes and implements necessary information security techniques and practices in compliance with information security standards and procedures. Contributes to security practices, awareness and compliance by providing advice, support, information and training. |
| **Main task/s** | * Evaluate information security risks, threats and consequences and take appropriate action * Provide information security training and education * Provide technical validation of security tools, implement, configure and manage appropriate tools * Contribute to the definition of and actively promote information security standards and procedures throughout the IT and IT user communities * Identify and remediate security vulnerabilities * Monitor security developments to ensure the continued efficiency and effectiveness of information security processes and controls * Proactively evaluate new threats and counter potential information security incidents * Implements security techniques on all or part of an application, process, network or system within area of responsibility |

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| **Profile title** | **DIGITAL EDUCATOR ROLE (13)** |
| **Summary statement** | Educates and trains Professionals to reach optimal digital competence to support business performance. |
| **Mission** | Provide the knowledge and skills required to ensure that people are able to effectively perform tasks in the workplace. |
| **Main task/s** | * Conduct training needs analyses * Design programs to meet needs * Produce and/or update existing training materials (content and method) * Adapt third party training material to support individual competence development in line with organisational needs * Deliver effective training in classroom, on-line or informally * Monitor, evaluate and report effectiveness of training * Evaluate and report student performance * Encourages continuous professional development |

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| **Profile title** | **NETWORK SPECIALIST ROLE (14)** |
| **Summary statement** | Ensures the alignment of the network, including telecommunication and/or computer infrastructure to meet the organisation’s communication needs. |
| **Mission** | Manages and operates a networked information system, solving problems and faults to ensure defined service levels. Monitors and improves network performances and security. |
| **Main task/s** | * Ensure communication performance, recovery, and security needs meet agreed service agreement standards * Contribute to define network design policies, philosophies and criteria * Investigate, diagnose and solve network problems * Use network management system tools to determine network load and model performance statistics * Maintain awareness of relevant legislation affecting network security * Configure network to protect against security threats * Monitor network to identify and address traffic bottle necks |

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| **Profile title** | **PROJECT MANAGER ROLE (15)** |
| **Summary statement** | Manages projects to achieve optimal performance and results. |
| **Mission** | Defines, implements and manages projects from conception to final delivery. Responsible for achieving optimal results, conforming to standards for quality, safety and sustainability and complying with defined scope, performance, costs, and schedule. Deploys agile practices where applicable. |
| **Main task/s** | * Organize, coordinate and lead the project team * Maintain stakeholder engagement and communication * Supervise project progress * Coordinate, record and ensure quality compliance * Circulate and distribute information from the project owner * Ensure the project helps to support the organisation’s wider goals * Comply with budgets and delivery times * Update the project according to changing circumstances |

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| **Profile title** | **QUALITY ASSURANCE MANAGER ROLE (16)** |
| **Summary statement** | Ensures that processes and organisations implementing Information Systems comply to quality policies. |
| **Mission** | Establishes and operates an ICT quality approach aligned with the organisation’s culture. Commits the organisation to the achievement of quality goals and an encourages an environment of continuous improvement. |
| **Main task/s** | * Establish and deploy the ICT quality policy * Organise and provide quality training * Provide ICT managers with quality performance indicators * Perform quality audits * Organise customer satisfaction surveys * Assist project team members to build and perform project quality plans |

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| **Profile title** | **SERVICE SUPPORT ROLE (17)** |
| **Summary statement** | Provides remote or onsite diagnosis or guidance to internal or external clients with technical issues. |
| **Mission** | To provide user support and troubleshoot ICT problems and issues. The primary objective is to enable users to maximize their productivity through efficient and secure use of ICT equipment or software applications. |
| **Main task/s** | * Identify and diagnose issues and problems * Categorize and record reported queries and provide solutions * Support problem identification * Advise users on appropriate course of action * Monitor issues from start to resolution * Escalate, if needed, unresolved problems to a higher level of support * Provide essential online security advice and support |

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| **Profile title** | **SERVICE MANAGER ROLE (18)** |
| **Summary statement** | Plans, implements and manages solution provision. |
| **Mission** | Manages the definition of Service Level Agreements (SLAs), Operational Level Agreements (OLAs) contracts and Key Performance Indicators (KPIs). Provides people management of staff monitoring, reporting and fulfilling service activities. Takes mitigation action in case of non-fulfilment of agreements. |
| **Main task/s** | * Define Service requirements * Negotiate SLA / OLA * Manage solution operation * Provide service delivery * Maintain and contribute to the creation of the department budget * Staff development |

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| **Profile title** | **SYSTEMS ADMINISTRATOR ROLE (19)** |
| **Summary statement** | Administers ICT System components to meet service requirements. |
| **Mission** | Installs software, configures and upgrades ICT systems. Administers day-to- day operations to satisfy continuity of service, recovery, security and performance needs. |
| **Main task/s** | * Investigate, diagnose and solve system related problems * Install and upgrades software * Test upgrades * Schedule installation work, to minimize disruption * Diagnose and solve hardware or software problems * Comply with organisation procedures to ensure integrity and security of the system |

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| **Profile title** | **SYSTEMS ANALYST ROLE (20)** |
| **Summary statement** | Analyses organisation requirements and specifies software and system requirements for new IT solutions. |
| **Mission** | Ensures the technical design and contributes to the implementation of new and/or enhanced software provision. Provides solutions for the improvement of organisational efficiency and productivity. |
| **Main task/s** | * Analyse existing systems and business models * Recommend resolutions and improvements * Provide integrated solutions * Provide consolidate findings on components or processes * Author technical performance requirements * Ensure security by design * Maps and documents interfaces between legacy and new systems |

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| **Profile title** | **SYSTEMS ARCHITECT ROLE (21)** |
| **Summary statement** | Plans, designs and integrates ICT system components including hardware, software and services. |
| **Mission** | Designs, integrates and implements complex technical ICT solutions ensuring procedures and models for development are current and comply with common standards. Monitors new technology developments and applies if appropriate. Provides technological design leadership. |
| **Main task/s** | * Specify and implement the architecture of complex ICT solutions * Lead development and integration of components * Lead and/ or conduct system integration * Ensure incorporation of security by design * Analyse technical and business requirements * Develop and maintain a comprehensive record of usability requirements |

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| **Profile title** | **TECHNICAL SPECIALIST ROLE (22)** |
| **Summary statement** | Maintains and repairs hardware, software and service applications. |
| **Mission** | To effectively maintain customer hardware/software. Responsible for delivering timely and effective repairs to ensure optimal system performance and superior customer satisfaction. |
| **Main task/s** | * Identify software and hardware problems and repair * Perform regular maintenance on hardware and software components * Install cables and configures hardware and software * Document system addresses and configurations * Run diagnostic programs or use test equipment to locate source of problems * Communicate effectively with end users and customer management * Maintain security and functionality through application of program temporary fixes |

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| **Profile title** | **TEST SPECIALIST ROLE (23)** |
| **Summary statement** | Designs and performs testing plans. |
| **Mission** | Ensures delivered or existing products, applications or services comply with technical and user needs and specifications. For existing systems, applications, innovations and changes; diagnoses failure of products or services to meet specification. |
| **Main task/s** | * Select and develop integration testing techniques to ensure the system meets requirements. * Design and customize integration tests, identify open issues. * Organise test plans and procedures for white and black box testing at unit, module, system and integration levels. * Establish procedures for result analysis and reporting. * Design and implement defect tracking and correction procedures * Write test program to assess software quality * Develop tools to increase test effectiveness |

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| **Profile title** | **SOLUTION DESIGNER ROLE (24)** |
| **Summary statement** | Provides the translation of business requirements into end-to-end IT solutions. |
| **Mission** | Proposes and designs solutions in line with technical architecture which fit business requirements and support change. |
| **Main task/s** | * Examine and interpret business requirements * Establish solution intent * Align solution with technical architecture * Identify potential technical design risks * Supervise the built in quality * Operate within the budgetary framework to validate the financial impact of design decisions * Identify opportunities for innovation * Plan technology roadmaps |

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| **Profile title** | **DIGITAL TRANSFORMATION LEADER ROLE (25)** |
| **Summary statement** | Provides leadership for the implementation of the digital transformation strategy of the organisation. |
| **Mission** | Drives cultural change and builds digital capability to deliver innovative business models and processes. |
| **Main task/s** | * Shape and deliver a digital strategy * Develop awareness and education to improve digital capability * Demonstrate the benefits of digital transformation implementation * Advise and support on a ‘digital by design’ approach * Lead cultural change required to facilitate digital strategy * Lead and mobilise key organisation influencers to implement digital transformation |

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| **Profile title** | **DEVOPS EXPERT ROLE** |  |  | **(26)** |
| **Summary statement** | Implements processes and tools to successfully deploy DevOps techniques across the entire solution development lifecycle. | | | |
| **Mission** | Applies a cross-functional, collaborative approach for the creation of customer-centric software solutions. Introduces automation throughout the software production system to deliver better software faster. | | | |
| **Main task/s** | * Implement and manage continuous distribution methodologies * Design systems with high levels of availability and scalability * Manage testing across the release lifecycle * Facilitate cross functional collaboration and engagement * Design and manage process automation tools * Adopt an agile software development methodology * Manage continuous integration tool management | | | |

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| **Profile title** | **DATA SCIENTIST ROLE** |  |  | **(27)** |
| **Summary statement** | Leads the process of applying data analytics. Delivers insights from data by optimising the analytics process and presenting visual data representations. | | | |
| **Mission** | Finds, manages and merges multiple data sources and ensures consistency of datasets. Identifies the mathematical models, selects and optimises the algorhythms to deliver business value through insights. Communicates patterns and recommends ways of applying data. | | | |
| **Main task/s** | * Represents business challenges through mathematical models * Collect, understand, clean, analyse, integrate and investigate internal and external data to achieve the mission * Create and test hypothesis * Uncover data correlations/relationships in support of measurement and predication * Identify the right visualisation models depending on the business challenges and the data sets * Address data security through active preventative strategies * Select and optimise algorhythms using data science tools * Comply with ethical guidelines and legal requirements | | | |

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| **Profile title** | **DATA SPECIALIST ROLE** |  |  | **(28)** |
| **Summary statement** | Ensures the implementation of the organisations data management policy. | | | |
| **Mission** | Ensures asset protection through the provision of clean, consistent, quality assured data. Maintains the integrity of data, stores and searches data and supports presentation of data analysis. | | | |
| **Main task/s** | * Define, build and optimise data models * Proactively protects, confidentiality and security of data * Ensure data lifecycle support * Curate and archive data * Advise on appropriate data analytic methodology * Ensure data quality and integrity * Maintain data quality and compliance to legal standards | | | |

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| **Profile title** | **SCRUM MASTER ROLE** |  |  | **(29)** |
| **Summary statement** | Leads and coaches an agile team. | | | |
| **Mission** | Creates a high performance self-managed dynamic team minimising impediments to development progress. Drives team by applying the agile process to achieve an optimesed work-flow through continuous improvement. Supports team goals and coordinates activities with other teams. | | | |
| **Main task/s** | * Help team improve and take responsibilty for their actions to deploy agile values, principles and practices * Support Product Owner in the backlog management * Apply team-building techniques to improve performances. * Promote continuous learning and professional development of team members * Engender continuous improvement of software quality * Support team self-defined processes and rules * Facilitate regular team meetings, including daily stand-up, Iteration planning, team demo, and retrospective iteration | | | |

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| **Profile title** | **PRODUCT OWNER** |  |  | **(30)** |
| **Summary statement** | Represents the needs of the stakeholder community, the voice of the customer, to the agile team. | | | |
| **Mission** | Understands customer requirements and validates that the developed software solution meets requirements. Links business and Agile teams. | | | |
| **Main task/s** | * Build, edit, and maintain the team backlog * Define, prioritise and validate software requirements through User Stories * Establish story acceptance criteria and accept stories in the baseline * Drive iteration goals and iteration content * Work across teams to define and implement improvement stories to enhance speed and quality * Participate in team demo and retrospective | | | |