Job Family Framework

A job family framework is a matrix of generic role descriptions or profiles that are grouped together by job characteristics. Job families can be based on functional characteristics such as Managerial, Technical, Techno-Functional and Engineering etc. Alternatively they can be based on 'role' characteristics such as providing advice and guidance to managers, providing direct services to service users etc.
Job families based on Role characteristics tend to be more 'cross-cutting' than functional job families that tend to reinforce functional divisions.

Grade Structure

Grade	Managerial	Technical	Techno-Functional	Core Staff
G6	GM6	GT6	GTF6	GCS6
G5	GM5	GT5	GTF5	GCS5
G4	GM4	GT4	GTF4	GCS4
G3	GM3	GT3	GTF3	GCS3
G2	GM2	GT2	GTF2	GCS2
G1	GM1	GT1	GTF1	GCS1
G0	GM0	GT0	GTF0	GCS0

Function Category

Managerial	GM6	GM5	GM4	GM3	GM2	GM1	GM0
Experience	14+ years	8-15 years	4-9 years	4-7 years	2-4 years	0 – 2 years	0-1 years
	Head-PMO	PMO, Program manager	Assistant Project Manager	Project Lead	Project Coordinator	Management Trainee	Management Trainee
	Practice Lead/Manager	Project Delivery Lead/ Manager	Assistant Supervisor				
	Head-Delivery/Function/Business	Supervisor					
	Head-Production/Plant		Assistant/ Manager	Assistant/ Manager	Sr. Executive	Executive	

Technical	GT6	GT5	GT4	GT3	GT2	GT1	GT0
Experience	14+ years	7-12 years	5-9 years	5-7 years	3-6 years	1– 2 years	0-1 years
	Principle Architect	Solution Architect	Sr. Consultant (technical /domain)	Associate-Consultant	Senior Software Engineer	Software Engineer	Software Trainee
	Domain Solution Architect		Consultant (technical /domain)	Associate Technical Lead	Senior Software Developer	Tester/Engineer	
	Head-Technical	Subject Matter Expert	Sr. Technical Lead	Technical Lead	Senior Tester/ QA	Software Developer/System Engineer	

Techno-Functional	GTF6	GTF5	GTF4	GTF3	GTF2	GTF1	GTF0
Experience	7-12 years	4-7 years	3-5 years	2-3 years	-	-	-
	Account Manager	Sr. Business Analyst	Business Analyst	Associate Business Analyst			
		Sr. Pre Sales Consultant	Pre Sales Consultant				

Core Staff	GCS6	GCS5	GCS4	GCS3	GCS2	GCS1	GCS0
Experience	12+ years	8-10 years	6-10 years	5-8 years	2-5 years	0 – 2 years	0-1 years
		Sr. Manager	Manager	Assistant Manager	Sr. Executive	Executive	Trainee
	Function Head			Deputy Manager			

- Designation and grade shall be at the discretion of management and human resource, and may not be the same for employees having same experience and competencies.
- Promotion/demotion of employee within a year shall be at the discretion of management.
- These grades may/ may not be applicable in the reporting structure.

Core Staff Category
- Finance
- Human Resource
- IT Infrastructure
- Admin
- Service Support (peon, driver, guard etc)

Management Team
Management team members are part of "UCG" band (Unclassified Group).

Definition of designation

Sr. /Software Engineer/Developer/Tester
- Designing, coding and debugging applications in various software languages.
- Full lifecycle application development/testing.
- Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis
- Object-oriented Design and Analysis (OOA and OOD).
- Front end graphical user interface design, Software testing and quality assurance.
- Performance tuning, improvement, balancing, usability, automation.
- Support, maintain and document software functionality
- Evaluate and identify new technologies for implementation

*Technical Lead/Associate Technical Lead/Sr. Technical Lead
- Technical leads provide technology-enabled solutions to address complex business problems.
- Technical leads are responsible for the overall technical implementation of applications, and frequently interact with internal and external business contacts.
- Technical leads also function in a support capacity and assist users with the isolation and resolution of software issues.
- They lead root-cause analyses, communicate options for resolution and provide recommendations to customer-facing technology problems and assist Pre-Sales team.
- Duties and technical issues may sometimes require extended work hours, including weekends and holidays.
- Though, most of the time they work as a individual contributor but they may require to manage a team of 3-8 people in the absence of Project Lead/Manager.

Solution Architect/Sr. Solution Architect
- The Solutions Architect is responsible for the design or one or more applications or services within an organization, usually within the scope of a division.
- The Solutions Architect works with the Enterprise Architect for strategic direction (both conforming to, and helping to define).
- Like a Pre-Sales Consultant, a solutions architect must have a balanced mix of technical and business skills.
- A solution architect is responsible for understanding internal and external customer needs, and designing computer and network systems that allow customers to implement systems for their technology business applications. This involves performing system and network modeling, analysis and planning to implement a solution that will meet business needs within financial budget guidelines.
- As a technical expert, the architect often provides guidance and makes decisions on changes required throughout the design process, and may also do some of the development along with the team of information technology professionals.
- Along with design and development, an architect reviews and analyzes current technology infrastructure and its ability to support strategic objectives of an employer or customer. This includes working with all departments within an organization to assist in the improvement of business processes, testing systems to ensure functionality is satisfactory and recommending new systems or product upgrades.

Consultant/Sr. Consultant

- They are also known as subject matter expert, works as right hand of solution architect.
- Understanding the client's needs they suggest various options which best suit their requirements and give them optimized results, collect requirements of the clients and process them to plan budget and configuration of systems required in the organization.
- They provide consulting help on various specialized IT Product and explain their efficiency to the clients.
- They highlight strengths and weakness of a network system or products packages which the client has opted for his organization.
- Assists in implementation of software product and makes sure that the clients are satisfied with the products they are using
- Documents the installation process and other necessary information for the clients future reference and provide them consulting help whenever necessary
- Should be updated with the new and advanced technologies in the market
- Should posses expert problem solving skills and ability to tackle difficult situations
- Multitasking skill and ability to meet deadlines and deliver best results
- Ability to work independently as well as in a team
- Enthusiastic and ability to motivate and help other employees

Associate Business Analyst/ Business Analyst/ Sr. Business Analyst

- Business Consultant analyzes the business objectives of the stakeholder and develops solutions to their business issues.
- A Business Process Analyst analyzes and defines processes of business both "To Be" and "As Is."
- A Requirements Analyst/Specifier identifies, analyzes, and documents business requirements and delivers work products throughout the project life cycle.
- A Business Architect analyzes the entire business, including data, goals, process, and organization.
- A Systems Analyst translates business requirements to System/Functional requirements, and then these are passed to Application Developers.
- Business analysts usually take on several of the listed roles, so this job is ideal for a person having a broad skill set.
- Ensuring that the recommended solution is both commercial and competitive
- Understanding business requirements and translating them into specific software requirements
- Understanding both technical designs and specifications
- Analyzing and documenting the required data and information
- Evaluating information harvested through surveys and workshops, task analysis, and business process description
- Having strong technical skills, business intelligence, and a full understanding of the needs of the customer
- Being an interface between technology teams, support teams, and business units.

Sr. /Pre Sales Consultant

- Work with Sales Personnel to provide product, business and technical knowledge in support of pre-sales activities.
- Liaison with Solution Architect and Development to understand details of product direction and design and communicate information back to sales organization.
- Responsible for staying abreast of product roadmap as well as understanding the scenarios, features and functions within each of the products and how these are applied to address business and technical problems. This includes interacting with Solution Architect and Development on an on-going basis to stay current.

- Responsible for understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs, etc.
- Work with Subject Matter Experts, and research to stay on top of changes in business issues/requirements/regulations/Technology and understand where the market is going.
- Responsible for staying current on competitive analyses and understanding differentiators between the company and its competitors.
- Responsible for providing feedback from the market to Solution Architect and Development regarding products including coordinating gaps between product functionality and market/customer demands.
- Responsible for working with Solution Architect to develop and deliver training on business problems, products, and messages for new pre-Sales team members.
- Development of Industry specific and technical whitepapers

Principal Architect

- Principal Architects are generalists; they are not expected to be experts in any one technology but are expected to be knowledgeable of many technologies and able to judge their applicability to specific situations. They also apply their knowledge to practical situations, but evaluate the cost/benefits of various solutions using different technologies
- Generating the highest level of system requirements, based on the user's needs and other constraints such as cost and schedule.
- Ensuring that this set of high level requirements is consistent, complete, correct, and operationally defined.
- Performing cost-benefit analyses to determine whether requirements are best met by manual, software, or hardware functions; making maximum use of commercial off-the-shelf or already developed components.
- Developing partitioning algorithms (and other processes) to allocate all present and foreseeable requirements into discrete partitions such that a minimum of communications is needed among partitions, and between the user and the system.
- Partitioning large systems into (successive layers of) subsystems and components each of which can be handled by a single engineer or team of engineers or subordinate architect.
- Interfacing with the design and implementation engineers and architects, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs and constraints.
- Ensuring that a maximally robust design is developed.
- Ensuring that all architectural products and products with architectural input are maintained in the most current state and never allowed to become obsolete.

Project/ Lead/ Manager

- To be responsible for the overall direction, coordination, implementation, execution, control and completion of specific projects ensuring consistency with company strategy, commitments and goals.
- Lead the planning and implementation of project, facilitate the definition of project scope, goals and deliverables, and define project tasks and resource requirements.
- Develop full scale project plan, assemble and coordinate project staff, manage project budget.
- Manage project resource allocation.
- Plan and schedule project timelines.
- Ability to manage team of 4-25 team members.
- Track project deliverables using appropriate tools.
- Provide direction and support to project team.
- Quality assurance constantly monitor and report on progress of the project to all stakeholders.
- Present reports defining project progress, problems and solutions.

- Implement and manage project changes and interventions to achieve project outputs.
- Project evaluations and assessment of results.
- Managers must oversee project development from the planning stages to completion, including analysis afterward.
- Managers supervise all personnel assigned to the task, and they must ensure that people are assigned productively.
- Project administrators must respond to changes to identify alternate suppliers, reassign personnel, or cut the budget in other areas to compensate for cost overruns.
- Administrators must communicate effectively with personnel and upper management on a regular basis to explain the progress being made.

Account Manager

- Expertise in identifying the business opportunities by evaluating the client's current capabilities & the new requirements in line with its changing business needs.
- Interfacing with the user(s) and sponsor(s) and all other stakeholders in order to determine their (evolving) needs.
- Generating a set of acceptance test requirements, together with the designers, test engineers, and the user, which determine that all of the high level requirements have been met, especially for the computer-human-interface.
- Generating products such as sketches, models, an early user guide, and prototypes to keep the user and the engineers constantly up to date and in agreement on the system to be provided as it is evolving.
- Able to communicate technical and business information to widely varied audiences
- Acquisition of new accounts with large revenue potential.
- A Management Consultant aids stakeholders in developing their strategic goals.
- Relationship Management & strengthening business in the existing accounts.
- Ability to understand business processes and business problems
- Ability to understand data relationships and how data can be used to solve business problems
- Ability to develop a broad awareness of the client's technical architecture and emerging technologies with enough knowledge to determine what is and is not possible.

Practice Lead (Domain-Telecom)

- Handle the role of Pre Sales, Solution Architect, and Project Management.
- Good knowledge of System Integration.
- Good understanding of complete lifecycle of IT Telecom Projects from Pre-sales to Delivery.
- Understanding of business processes & best practices in the telecom industry.
- Rich experience with Customer coordination and Requirement gathering.
- Ability to maintain healthy relationship with customer over a sustained period of time.
- Industry standards like ITIL, eTOM, NGOSS etc.
- Motivational and Self Starter with good interpersonal communication & presentation skills.

Deliver Head

The Delivery Manager will undertake the overall responsibility for the development and delivery of new and/or existing telecom software products while working with the product managers, technical architecture, quality department and the development team. The role involves managing and leading highly skilled architects, team leaders and product developers to ensure timely delivery of products and related deliverables. The position is techno-managerial and will require strong exposure to technology and new tools.

- Good understanding of complete lifecycle of IT Telecom Projects from Pre-sales to Delivery.
- Understanding of business processes & best practices in the telecom industry.
- Rich experience with Customer coordination.

- Ability to maintain healthy relationship with customer over a sustained period of time.
- Industry standards like ITIL, eTOM, NGOSS etc.
- Responsible for managing the entire SDLC process for software products and/or projects in Agile (preferred) or Waterfall environment.
- In addition to managing the development team, responsible for working closely with the product management group, the architecture team, the QA team, the production support team, the customer support team and the client engagement team to ensure on-time delivery of superior quality products as per roadmap.
- Responsible for continuously monitoring the overall progress of projects and having a risk assessment and mitigation plan in place for further communication to senior management team.
- Lead development team in requirements analysis, features scoping and backlog scheduling for multiple intermediate milestones until the final delivery
- Lead development team in accurately projecting efforts, resource requirements, risks, constraints in project management related activities
- Implement standards & best practices for software development and ensure process compliance
- Responsible for managing the simultaneous development and maintenance of different versions of each software product.
- Should be conversant with release engineering, build and multi-releases
- Responsible for training and mentoring of the development team and monitoring their performance throughout the project