

Possible roles in departments

Possible roles in sales, QA, BAU, IT department

Here's a structured list of **possible roles** in the **Sales, QA, BAU (Business-As-Usual)**, and **IT** departments, with brief descriptions for each. These roles may vary depending on the organization's size and structure, but this is a general framework:

✓ Sales Department

Roles focused on acquiring customers, managing relationships, and driving revenue.

- **Sales Representative / Executive**
Engages with potential clients, pitches products or services, and closes deals.
 - **Account Manager**
Maintains relationships with existing clients, ensuring satisfaction and identifying growth opportunities.
 - **Sales Manager**
Oversees the sales team, sets targets, strategies, and performance goals.
 - **Business Development Manager**
Identifies new markets and partnership opportunities to expand the business.
 - **Inside Sales Representative**
Conducts sales activities via phone or online channels, rather than in-person visits.
 - **Sales Support / Coordinator**
Assists the team with scheduling, documentation, and tracking sales leads.
 - **Customer Success Manager**
Ensures customers achieve desired outcomes with products/services and fosters long-term loyalty.
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✓ Quality Assurance (QA) Department

Roles centered around ensuring product or service quality and minimizing defects.

- **QA Analyst / Tester**
Executes tests on products, documents defects, and ensures they meet standards.

- **QA Engineer / Automation Tester**
Designs automated test scripts, frameworks, and tools to improve testing efficiency.
 - **QA Lead / Manager**
Oversees QA processes, planning test strategies, and coordinating team efforts.
 - **Performance Tester**
Tests applications under high load or stress to ensure stability and responsiveness.
 - **Compliance Analyst**
Verifies adherence to regulatory, legal, and industry standards.
 - **User Acceptance Testing (UAT) Coordinator**
Works with stakeholders to ensure the product meets user requirements before release.
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Business-As-Usual (BAU) Support

Roles that ensure daily operations run smoothly, handling routine tasks, troubleshooting, and maintenance.

- **Operations Analyst**
Monitors workflows, reports issues, and suggests process improvements.
 - **Support Desk / Help Desk Analyst**
Provides first-line support for technical or operational issues, resolving user queries.
 - **Service Delivery Manager**
Ensures services are delivered effectively, tracking performance and resolving incidents.
 - **Process Coordinator**
Maintains operational processes, ensuring consistency and compliance.
 - **Incident Manager**
Manages service disruptions or system failures, coordinates recovery, and implements fixes.
 - **Knowledge Management Specialist**
Maintains documentation, FAQs, and guidelines to support teams and customers.
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✓ IT Department

Roles focused on technology infrastructure, systems development, and security.

- **IT Support Technician / Engineer**
Handles hardware/software issues, installations, and troubleshooting.
- **System Administrator**
Maintains servers, networks, and IT systems to ensure uptime and security.
- **Network Engineer**
Designs and manages communication networks, ensuring reliable connections.
- **Security Analyst / Engineer**
Protects systems and data from cyber threats, conducts audits, and implements security protocols.
- **DevOps Engineer**
Bridges development and operations by automating deployment, integration, and monitoring.
- **Software Developer / Engineer**
Writes, tests, and maintains code for applications and systems.
- **Database Administrator (DBA)**
Manages database systems, optimizing queries, backups, and recovery procedures.
- **Cloud Engineer**
Implements and maintains cloud infrastructure and services like AWS, Azure, or GCP.

Let me know if you want these roles organized by seniority, responsibilities, or aligned with a specific industry or company size. I can also draft sample job descriptions if needed.