

Profile title	ACCOUNT MANAGER (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.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• Sale</li> </ul>	<ul style="list-style-type: none"> <li>• Business Relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Sales Forecast</li> <li>• Technical proposal</li> <li>• Production Forecast</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Maintain overall customer satisfaction with products and/or services</li> <li>• Identify opportunities to propose new products or services to client(s)</li> <li>• Be the primary contact point for client executive management</li> <li>• Deliver value added presentations related to products and services to customer executive management</li> <li>• Lead negotiations to establish profitable contracts with client(s)</li> <li>• Maintain and enhance business relationships</li> </ul>		
e-competences (from e-CF)	D.5. Sales Proposal Development		Level 4
	D.7. Sales Management		Level 5
	E.1. Forecast Development		Level 3
	E.4. Relationship Management		Level 4
	D.6. Channel Management		Level 4
KPI area	Sales quota achievement		

Profile title	BUSINESS ANALYST (2)		
Summary statement	Analyses Information System for improving business performance.		
Mission	Identifies areas where information system changes are needed to support business plans and monitors the impact in terms of change management. Contributes to the general functional requirements of the business organization in the area of ICT solutions. Analyses business needs and translates them into ICT solutions.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• Business requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Business case</li> <li>• Business relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Business plan</li> <li>• ICT Strategy &amp; implementation</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Contribute to the preparation of the business plan of the organization</li> <li>• Identify areas for improvement in business processes providing possible ICT solutions compliant with the ICT strategy</li> <li>• Build requirements, specifications, business processes and the business case related to the proposed solutions</li> <li>• Analyze required information and documents</li> </ul>		
e-competences (from e-CF)	A.1. IS and Business Strategy alignment		Level 4
	A.3. Business Plan Development		Level 4
	E.5. Process Improvement		Level 4
KPI area	Adequacy of the business requirements in response to the business plan		

Profile title	BUSINESS INFORMATION MANAGER (3)		
Summary statement	Proposes plans and manages functional and technical evolutions of the Information System within the relevant business domain.		
Mission	Manages and implements updates to existing applications and maintenance activities guided by the needs, costs and plans agreed with internal users. Ensures quality of service and internal user satisfaction.		
Deliverables	Accountable	Responsible	Contributor
	• Project portfolio	• Solution specification	• Business plan
Main task/s	<ul style="list-style-type: none"> <li>• Responsible for managing the information technology development within the business domain</li> <li>• Anticipate changes to the Information System and the business impact and vice versa</li> <li>• Formalize, consolidate and drive the development of the configuration of the information system</li> <li>• Evaluate the relevance of the Information systems to the business domain</li> <li>• Build a knowledge base through understanding the organization's information system</li> </ul>		
e-competences (from e-CF)	A.1. IS and Business Strategy Alignment		Level 4
	A.3. Business Plan Development		Level 4
	E.2. Project and Portfolio Management		Level 4
	E.7. Business Change Management		Level 4
	D.10. Information and Knowledge Management		Level 5
KPI area	Business User requirement satisfaction		

Profile title	CHIEF INFORMATION OFFICER (CIO) (4)		
Summary statement	Develops and maintains Information Systems compliant to business and organisation's needs.		
Mission	Defines and implements governance and ICT strategy. Determines necessary resources for ICT strategy implementation. Anticipates ICT market evolutions and company business needs. Contributes to the development of the organisation's strategic plan. Leads or participates in larger change projects.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• ICT Strategy &amp; implementation</li> <li>• ICT Department &amp; budget</li> </ul>	<ul style="list-style-type: none"> <li>• Project Portfolio</li> <li>• Service Level Agreement</li> <li>• Information Security Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Risk management policy</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Define the company's strategy for IT</li> <li>• Manage all IS department activity</li> <li>• Responsible for the quality and management of customer-supplier relationships</li> <li>• Define and ensure compliance with Service Level Agreements</li> <li>• Negotiate and implement complex contracts</li> <li>• Make recommendations to senior general management</li> <li>• Ensure that change management processes are implemented</li> <li>• Ensure the reliability, confidentiality, security and integrity of Information Systems</li> </ul>		
e-competences (from e-CF)	A1. IS and Business Strategy Alignment		Level 5
	A3. Business Plan Development		Level 5
	E2. Project and Portfolio Management		Level 5
	E4. Relationship Management		Level 4
	E9. IT Governance		Level 5
KPI area	Overall added value, efficiency and effectiveness of the information system		

Profile title	DATABASE ADMINISTRATOR (5)		
Summary statement	Designs, implements, or monitors and maintains databases.		
Mission	Ensures the design and the implementation (Developer), or ensures the maintenance and repair of an organization's database (Administrator) to support information system solutions that meet business information needs. Verifies the development and design of database strategies, monitoring and improving database performance and capacity, and planning for future expansion requirements. Plans, co-ordinates and implements security measures to safeguard the database.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Data model</li> </ul>	<ul style="list-style-type: none"> <li>Solution Specification</li> <li>Solution in operation</li> </ul>	<ul style="list-style-type: none"> <li>Test procedure</li> <li>Solved incident</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Define/ build/optimize database models and schemas</li> <li>Apply standards methods and tools for measuring and reporting on wide set of relevant performance indicators (response time, availability, safety, integrity ...)</li> <li>Produce database procedures and instructions for other analysts or administrators</li> <li>Monitor and maintain databases</li> <li>Identify, investigate and correct problems or incidents related to databases</li> <li>Provide training, support, advice and guidance on database issues to other information system practitioners</li> </ul>		
e-competences (from e-CF)	A.6. Application design		Level 1
	B.1. Design and development		Level 3
	B.2. System integration		Level 2-3
	C.4. Problem management		Level 3
	D.10. Information and knowledge management		Level 3
KPI area	Database in operation		

Profile title	DEVELOPER (6)		
Summary statement	Builds/codes ICT solutions and specifies ICT products according to customer needs.		
Mission	Ensures building and implementing of ICT applications. Contributes to planning, low level design. Compiles diagnostic programs and designs and writes code for operating systems and software to ensure optimum efficiency and functionality.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Hardware Component</li> <li>Software Component</li> </ul>	<ul style="list-style-type: none"> <li>Solution Documentation</li> </ul>	<ul style="list-style-type: none"> <li>Software Design Description</li> <li>Test Procedure</li> <li>Solution in Operation</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Develop component</li> <li>Engineer component</li> <li>Shape documentation</li> <li>Provide component support beyond the first level</li> <li>Supply 3<sup>rd</sup> level support</li> </ul>		
e-competences (from e-CF)	B.1. Design and Development		Level 3
	B.2. Systems Integration		Level 2
	B.3. Testing		Level 2
	B.5. Documentation Production		Level 3
	C.4. Problem Management		Level 3
KPI area	Fully functional ICT components		

Profile title	DIGITAL MEDIA SPECIALIST (7)		
Summary statement	Creates websites and multimedia applications combining the power of digital technology with effective use of graphics, audio, photographic and video images.		
Mission	Designs, lays out and codes, multimedia applications and websites to maximize information presentation, including marketing messages. Makes recommendations on technical interfaces and ensures sustainability through application of appropriate content management systems.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Multimedia component</li> </ul>	<ul style="list-style-type: none"> <li>Integrated Solution</li> </ul>	<ul style="list-style-type: none"> <li>Solution in Operation</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Design web and multimedia content to provide clear and visually attractive solution in line with customer needs</li> <li>Test and resolve any technical issues</li> <li>Ensure accessibility for disabled users and for accessibility via a range of browsers</li> <li>Ensure compliance with privacy, legal requirements and environmental constraints</li> </ul>		
e-competences (from e-CF)	A.6. Application Design		Level 2
	B.1. Design and Development		Level 3
	B.3. Testing		Level 2
	B.4. Solution Deployment		Level 3
	B.5. Documentation Production		Level 3
KPI area	Fully functional web components		

Profile title	ENTERPRISE ARCHITECT			{8}
Summary statement	Designs and maintains the Enterprise Architecture			
Mission	Balances technological opportunities with business {process} requirements. Maintains a holistic view of the organisation's strategy, processes, information and ICT assets. Links the business mission, strategy and processes to the IT strategy.			
Deliverables	Accountable	Responsible	Contributor	
	<ul style="list-style-type: none"><li>Enterprise Architecture</li></ul>		<ul style="list-style-type: none"><li>Business Plan</li><li>New Technology integration proposal</li><li>Knowledge or Information Base</li><li>Business Process Definition</li></ul>	
Main task/s	<ul style="list-style-type: none"><li>Devise business improvement opportunities and create proposals</li><li>Align IT strategy and planning with the organisation's business goals</li><li>Streamline business processes, functions, procedures and workflows and apply a consistent implementation approach</li><li>Manage stakeholder engagement in the development of new processes and systems and verifies feasibility</li><li>Conduct post-implementation reviews to evaluate benefits accrued from new processes and systems</li></ul>			
e-competences (from e-CF)	A.1. IS and Business Strategy Alignment		Level 4-5	
	A.3. Business Plan Development		Level 3-4	
	A.5. Architecture Design		Level 4	
	A.7. Technology Watching		Level 5	
	E.7. Business Change Management		Level 4-5	
KPI area	Quality and consistency of enterprise architecture aligned with business objectives			



Profile title	ICT CONSULTANT (9)		
Summary statement	Supports understanding of how new ICT technologies add value to a business.		
Mission	Ensures technological watch to inform stakeholders of emergent technologies. Anticipates and brings to maturity ICT projects by the introduction of appropriate technology. Communicates the value of new technologies to the business. Contributes to project definitions.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• New technology integration proposal</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge or information base (on his domain)</li> </ul>	<ul style="list-style-type: none"> <li>• Business requirements Project plan</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Provide advice on how to optimize the use of existing tools and systems</li> <li>• Raise awareness of information technology innovations and potential value to a business</li> <li>• Make recommendations for the development and implementation of a business project or technological solution</li> <li>• Participate in the definition of general project specifications</li> <li>• Participate in the assessment and choice of ICT solutions</li> </ul>		
e-competences (from e-CF)	A7. Technology watching		Level 5
	E7. Business Change Management		Level 4-5
	A3. Business Plan Development		Level 4
	A4. Product or Project Planning		Level 3
	E3. Risk Management		Level 3
KPI area	Impact of advice in new technologies implementation		

Profile title	ICT OPERATIONS MANAGER (10)		
Summary statement	Manages operations, people and overall resources for the ICT activity.		
Mission	Implements and maintains a designated part of the ICT infrastructure. Ensures that activities are conducted in accordance with organizational rules, processes and standards. Anticipates necessary changes according to company strategy and cost controls. Evaluates and recommends investments based on new technologies. Ensures the effectiveness of the ICT and associated risk management.		
Deliverables	Accountable	Responsible	Contributor
	• Budget plan	• HR Development plan • Training Program	Eco-responsibilities Assurance
Main task/s	<ul style="list-style-type: none"> <li>• Coordinate and manage staff</li> <li>• Direct, organize, plan and monitor activities</li> <li>• Negotiate the objectives and resources</li> <li>• Manage the departmental budget</li> <li>• Establish and monitor management information</li> <li>• Analyse and propose solutions for the continuous productivity improvement</li> <li>• Manage the implementation and monitoring of IS quality assurance and security</li> <li>• Communicate with internal business departments and project owners</li> </ul>		
e-competences (from e-CF)	D.9. Personnel Development		Level 4
	E.3. Risk Management		Level 3
	E.6. ICT Quality Management		Level 3
	E.7. Business Change Management		Level 4
	E.8. Information Security Management		Level 3
KPI area	Optimization of overall resources		

Profile title	ICT SECURITY MANAGER (11)		
Summary statement	Manages the Information System security policy.		
Mission	Defines the Information System security policy. Manages security deployment across all Information Systems. Ensures the provision of information availability. Recognized as the ICT security policy expert by internal and external stakeholders.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Information security policy</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge or Information base</li> <li>Information security strategy</li> </ul>	<ul style="list-style-type: none"> <li>Risk Management policy</li> <li>New technology integration proposal</li> <li>ICT Strategy &amp; implementation</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Define and implement procedures linked to IS security</li> <li>Contribute to the development of the organization's security policy</li> <li>Establish the prevention plan</li> <li>Inform and raise awareness among general management</li> <li>Ensure the promotion of the IT security charter among users</li> <li>Inspect and ensure that principles and rules for IS security are applied</li> </ul>		
e-competences (from e-CF)	A.7. Technology Watching		Level 4
	D.1. Information Security Strategy Development		Level 5
	E.3. Risk Management		Level 3
	E.9. IT Governance		Level 4
	E.8. Information Security Management		Level 4
KPI area	Security Policy effectiveness		

Profile title	ICT SECURITY SPECIALIST (12)		
Summary statement	Ensures the implementation of the organizations security policy.		
Mission	Proposes and implements necessary security updates. Advises, supports, informs and provides training and security awareness. Takes direct action on all or part of a network or system. Is recognized as the ICT technical security expert by peers.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Knowledge or Information base (Security)</li> </ul>	<ul style="list-style-type: none"> <li>New technology integration proposal (Security)</li> </ul>	<ul style="list-style-type: none"> <li>Risk Management policy</li> <li>Risk Management Plan</li> <li>Information security policy</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Ensure security and appropriate use of ICT resources</li> <li>Evaluate risks, threats and consequences</li> <li>Provide security training and education</li> <li>Provide technical validation of security tools</li> <li>Contribute to definition of security standards</li> <li>Audit security vulnerability</li> <li>Monitor security developments to ensure data and physical security of the ICT resources</li> </ul>		
e-competences (from e-CF)	C.2 Change Support		Level 3
	C.3 Service Delivery		Level 3
	D.9 Personnel Development		Level 3
	D.10. Information and Knowledge Management		Level 3
	E.8 Information Security Management		Level 3-4
KPI area	Security measures in place		

Profile title	ICT TRAINER (13)		
Summary statement	Educates and trains ICT professionals and practitioners to reach predefined standards of ICT technical/ business competence.		
Mission	Provide the knowledge and skills required to ensure that students are able to effectively perform tasks in the workplace.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Course of Instruction</li> </ul>		<ul style="list-style-type: none"> <li>ICT training policy</li> <li>Training Program</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Conduct training needs analyses</li> <li>Design programs to meet needs</li> <li>Produce and/or update existing training materials (content and method)</li> <li>Deliver effective training in classroom, on-line or informally</li> <li>Monitor, evaluate and report effectiveness of training</li> <li>Maintain currency of expertise on specialist subject</li> <li>Evaluate and report student performance</li> </ul>		
	D.3. Education and Training Provision		Level 2-3
	D.9. Personnel Development		Level 3
KPI area	Impact of the training		

Profile title	NETWORK SPECIALIST (14)		
Summary statement	Ensures the alignment of the network, including telecommunication and/or computer infrastructure to meet the organization'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.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> <li>• Network Solution Documentation</li> <li>• Network Solution in Operation</li> <li>• Network Solution Specification</li> </ul>	<ul style="list-style-type: none"> <li>• Solved Incident</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Ensure that communication performance, recovery, and security needs meet agreed service agreement standards</li> <li>• Contribute to define network design policies, philosophies and criteria.</li> <li>• Investigate, diagnose and solve network problems</li> <li>• Use network management system tools to determine network load and model performance statistics.</li> <li>• Maintain awareness of relevant legislation affecting network security</li> </ul>		
e-competences (from e-CF)	B.1. Design and Development		Level 2-3
	B.2. Systems Integration		Level 2-3
	B.4. Solution Deployment		Level 2-3
	C.4. Problem Management		Level 2-3
	E.8. Information Security Management		Level 2
KPI area	Level of Network Services Quality		

Profile title	PROJECT MANAGER (15)		
Summary statement	Manages projects to achieve optimal performance conforming to original specifications.		
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.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• Project Plan</li> <li>• Validated solution</li> </ul>	<ul style="list-style-type: none"> <li>• Solution documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Plan</li> <li>• Integrated Solution</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Organize, coordinate and lead the project team</li> <li>• Supervise project progress</li> <li>• Coordinate, record and ensure quality compliance</li> <li>• Circulate and distribute information from the project owner</li> <li>• Implement the new application or service</li> <li>• Plan maintenance and user support</li> <li>• Ensure specification compliance</li> <li>• Comply with budgets and delivery times</li> <li>• Update the project according to changing circumstances</li> </ul>		
e-competences (from e-CF)	A.4. Product or Project Planning		Level 4
	E.2. Project and Portfolio Management		Level 4
	E.3. Risk Management		Level 3
	E.4. Relationship Management		Level 3
	E.7. Business Change Management		Level 3
KPI area	Project scope achievement		

Profile title	QUALITY ASSURANCE MANAGER (16)		
Summary statement	Ensures that Information Systems are delivered according to organizational policies (quality, risks, Service Level Agreement).		
Mission	Establishes and operates an ICT quality approach compliant with the organization's culture. Ensures that management controls are correctly implemented to safeguard assets, data integrity and operations. Is focused and committed to the achievement of quality goals and monitors statistics to forecast quality outcomes.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• Audit report</li> </ul>	<ul style="list-style-type: none"> <li>• Quality performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>• Quality assurance</li> <li>• ICT quality policy</li> <li>• Risk management policy</li> <li>• Information security policy</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Establish and deploy the ICT quality policy</li> <li>• Organize and provide quality training</li> <li>• Provide ICT managers with quality performance indicators</li> <li>• Perform quality audits</li> <li>• Organize customer satisfaction surveys</li> <li>• Assist project team members to build and perform project quality plans</li> </ul>		
e-competences (from e-CF)	D.2. ICT Quality Strategy Development		Level 4-5
	E.3. Risk Management		Level 3
	E.5. Process Improvement		Level 3
	E.6. ICT Quality Management		Level 4
KPI area	Achievement of company quality goals		



Profile title	SERVICE DESK AGENT (17)		
Summary statement	Provides first line telephone or e-mail support 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 use of ICT equipment or software applications.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> <li>First level Support</li> </ul>	<ul style="list-style-type: none"> <li>Solved Incident</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Identify and diagnose issues and problems</li> <li>Categorize and record reported queries and provide solutions</li> <li>Support problem identification</li> <li>Advise users on appropriate course of action</li> <li>Monitor issues from start to resolution</li> <li>Escalate unresolved problems to higher levels of support</li> </ul>		
e-competences (from e-CF)	C.1. User Support		Level 2
	C.3. Service Delivery		Level 1
	C.4. Problem Management		Level 2
KPI area	Responsiveness and accuracy of solution provision for specific problem		

Profile title	SERVICE MANAGER (18)		
Summary statement	Plans, implements and manages solution provision.		
Mission	<p>Manages the definition of Service Level Agreements (SLAs), Operational Level Agreements (OLAs) contracts and Key Performance Indicators (KPIs). Negotiates contracts with the various business domains or customers and in alignment with the <i>Business IS Manager</i>. Man manages the staff who monitor, report and fulfil the SLAs.</p> <p>Takes mitigation action in case of non-fulfilment of agreements.</p> <p>Contributes to the development of the maintenance budget together with business/finance organisations.</p>		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Solution in Operation</li> </ul>	<ul style="list-style-type: none"> <li>Service Level Agreement</li> <li>Solved incident</li> </ul>	<ul style="list-style-type: none"> <li>Quality Performance Indicators</li> <li>Technical Proposal</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Define Service requirements</li> <li>Negotiate SLA / OLA</li> <li>Manage solution operation</li> <li>Provide service delivery</li> </ul>		
e-competences (from e-CF)	A.2. Service Level Management		Level 4
	C.3. Service Delivery		Level 3
	C.4. Problem Management		Level 4
	D.8. Contract Management		Level 4
	D.9. Personnel Development		Level 3
KPI area	Fulfillment of Service Levels		

Profile title	SYSTEMS ADMINISTRATOR (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.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> <li>Solution in Operation</li> </ul>	<ul style="list-style-type: none"> <li>Solved Incident</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Investigate, diagnose and solve system related problems</li> <li>Install and upgrades software</li> <li>Schedule installation work, liaising with all concerned to ensure that installation priorities are met and disruption to the organization is minimized.</li> <li>Diagnose and solve problems and faults occurring in the operation of hardware and software</li> <li>Comply with organization procedures to ensure integrity of the system</li> </ul>		
e-competences (from e-CF)	B.2. Systems Integration		Level 2
	B.3. Testing		Level 2
	C.1. User Support		Level 2-3
	C.4. Problem Management		Level 2
	E.8. Information Security Management		Level 2
KPI area	Systems in operation		

Profile title	SYSTEMS ANALYST (20)		
Summary statement	Analyses requirements and specifies software and systems.		
Mission	Ensures the technical design and contributes to implementation of new software and/or enhancements.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Software Needs Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Integrated Solution</li> <li>Technical Proposal</li> </ul>	<ul style="list-style-type: none"> <li>ICT Process definition</li> <li>ICT Model</li> <li>Solution Specification</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Recommend resolutions and improvements</li> <li>Provide integrated solutions</li> <li>Provide consolidate findings on components or processes</li> </ul>		
e-competences (from e-CF)	A.5. Architecture Design		Level 3
	E.5. Process Improvement		Level 3-4
	B.1. Design and Development		Level 3-4
KPI area	Fully functional ICT applications		

Profile title	SYSTEMS ARCHITECT (21)		
Summary statement	Plans and is accountable for the implementation and integration of software and/ or ICT systems.		
Mission	Designs, integrates and implements complex ICT solutions from a technical perspective. Ensures, that technical solutions, procedures and models for development are up-to-date and comply with standards. Watches technology development and integrates into new solutions. Acts as a team leader for developers and technical experts.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>• Solution Specification</li> <li>• Integrated Solution</li> </ul>	<ul style="list-style-type: none"> <li>• New technology integration proposal</li> </ul>	<ul style="list-style-type: none"> <li>• Development process</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>• Analyse technology, business and technical requirements</li> <li>• Specify and implement complex ICT solutions</li> <li>• Lead development and integration of components</li> <li>• Lead and/ or conduct system integration</li> </ul>		
e-competences (from e-CF)	A.5. Architecture Design		Level 4
	A.7. Technology Watching		Level 4-5
	B.1. Design and development		Level 4-5
	B.2. System integration		Level 4
KPI area	Effectiveness and efficiency of solution implementation		

Profile title	TECHNICAL SPECIALIST (22)		
Summary statement	Maintains and repairs hardware and software on client premises.		
Mission	To effectively maintain customer hardware/software. Responsible for delivering timely and effective repairs to ensure optimal system performance and superior customer satisfaction.		
Deliverables	Accountable	Responsible	Contributor
	<ul style="list-style-type: none"> <li>Solved Incident</li> </ul>	<ul style="list-style-type: none"> <li>Up –to-date Solution</li> </ul>	<ul style="list-style-type: none"> <li>Solution Documentation</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Identify software and hardware problems and repair</li> <li>Perform regular maintenance on hardware and software components</li> <li>Install cables and configures hardware and software</li> <li>Document system addresses and configurations</li> <li>Run diagnostic programs or use test equipment to locate source of problems</li> <li>Communicate effectively with end users and customer management</li> <li>Maintain security and functionality through application of program temporary fixes</li> </ul>		
e-competences (from e-CF)	C.2. Change Support		Level 3
	C.3. Service Delivery		Level 2
	C.4. Problem Management		Level 3
KPI area	Efficiency and speed of problem resolution		

Profile title	TEST SPECIALIST (23)		
Summary statement	Designs and performs testing plans.		
Mission	Contributes to correctness and completeness of a system ensuring that solutions meet technical and user requirements. Contributes in different areas of systems development, testing system functionality, identifying anomalies and diagnosing possible causes.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> <li>• Test Plan</li> <li>• Test Procedure</li> <li>• Test Result</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated Solution</li> <li>• Validated Solution</li> <li>• Solution Documentation</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>▪ Select and develop integration testing techniques to ensure the system meets requirements.</li> <li>▪ Design and customize integration tests, identify open issues.</li> <li>▪ Develop test plans and procedures for white and black box testing at unit, module, system and integration levels.</li> <li>▪ Establish procedures for result analysis and reporting.</li> <li>▪ Design and implement defect tracking and correction procedures</li> <li>▪ Write test program to assess software quality</li> <li>▪ Develop tools to increase test effectiveness.</li> </ul>		
e-competences (from e-CF)	B.1. Design and Development		Level 3-4
	B.2. Systems Integration		Level 2-3
	B.3. Testing		Level 2-3
	B.4. Solution Deployment		Level 3
	C.4. Problem Management		Level 2-3
KPI area	Consistency of the test plan according to the quality plan of the project		