

Technology Remuneration Report (New Zealand)

Position descriptions | March 2021

AON



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Position Family: Administration

General Administration

[NEW] Office Manager

[15025](#)

Position Family: Customer Support/Service

Management

Corporate Customer Support/Operations Manager	22020
Regional Customer Service Manager	24005
Branch/Region Customer Service Manager	24010
Customer Support/Service Manager	12005
Call/Response Centre Manager	24020
Call/Response/Technical Support Centre Manager - Technical Role	24025

Complaints & Dispute Resolution

Complaints & Disputes Resolution Officer	58010
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Contact Centre Customer Service

[NEW] Customer Service Team Leader	12006
[NEW] Senior Customer Service Representative	12010
[NEW] Customer Service Representative	12015

Contact Centre Operations

Contact Centre Manager	49010
Senior Contact Centre Representative	50010
Contact Centre Representative	50015
Workforce Analyst	54015

Customer Training

Customer Education Manager	24030
Senior Customer Training Officer	24035
Customer Training Officer	24040

Technical Support Centre

Technical Support Centre Manager	24125
Technical Support Centre Team Leader	12020
Principal Technical Analyst - Specialised Support	24135
Senior Technical Analyst - Specialised Support	24140
Technical Analyst - Specialised Support	24145
Junior Technical Analyst - Specialised Support	24150
Senior Operational Analyst - Basic Support	24155
Operational Analyst - Basic Support	24160
Senior Support Analyst - Network	24165
Support Analyst - Network	24170
Senior Call Dispatch Operator	24175
Call Dispatch Operator	24180

Post Sales Account Management

Senior Account Manager - Customer Service	24115
Account Manager - Customer Service	24120

Pre and Post Sales: Dedicated Mainframe System

Senior Customer Engineer - Mainframe	24075
Customer Engineer - Mainframe	24080
Senior Technical Support Engineer - Mainframe	24085
Technical Support Engineer - Mainframe	24090

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Position Family: Customer Support/Service

Hardware Support Specialist	24095
<i>Pre and Post Sales: UNIX, NT Server/Desktop, Mac</i>	
Principal Support Engineer - Client User Server	24045
Senior Support Engineer - Client User Server	24050
Advanced Support Engineer - Client User Server	24055
Support Engineer - Client User Server	24060
Junior Support Engineer - Client User Server	24065
Trainee Support Engineer - Client User Server	24070
<i>Repair Centre</i>	
Senior Repair Centre Engineer	24100
Repair Centre Engineer	24105
Senior Integration Centre/ Configuration Specialist	24110
<i>Business Equipment Support</i>	
Area/Field Service Supervisor - Business Equipment	24195
Senior Customer Service Engineer - Business Equipment	24200
Customer Service Engineer - Business Equipment	24205
<i>Internet Protocols (IP)</i>	
IP Network Technical Specialist	24185
IP Network Engineer	24190

Position Family: Finance

Billing

Billing Manager	25003
Billing Analyst	25005
Billing Team Leader	25010
Senior Billing Officer	25014
Billing Officer	25015

Contracts

Commercial Specialist/Business Assurance Analyst	25020
Senior Contracts Administration Manager	25025
Contracts Administration Manager	25030
Contracts Administrator	25035

Position Family: Graduates

Graduates

Graduate - Non-Technical Degree

[20005](#)

Graduate - Technical Degree

[20015](#)

Position Family: Infrastructure Support & Engineering

<i>IT Operations Management</i>	
IT Operations Manager	33005
<i>Hardware</i>	
Principal Hardware Design Engineer	28045
Senior Hardware Design Engineer	28050
Hardware Design Engineer	28055
Junior Hardware Design Engineer	28060
[NEW] Graduate Hardware Engineer	20021
<i>Infrastructure Design/Architecture</i>	
Principal IT Architect	31020
Senior Infrastructure Architect	33010
Infrastructure Architect	33015
System Design Engineer	33020
Integration Architect	33017
[NEW] Senior Security Architect	33028
Security Architect	33018
[NEW] Senior Enterprise Architect	33009
Enterprise Architect	33019
<i>Network Engineering</i>	
Network Engineering Manager	33025
Senior Network Engineer	33030
Network Engineer	33035
Trainee Network Engineer	33040
<i>Systems Administration</i>	
Team Leader - Systems Administrator/Applications Support	18209
Senior Systems Administrator	18210
Systems Administrator	18215
Systems Administration Analyst	18220
<i>Systems Engineering</i>	
[NEW] Systems Engineering Manager	24295
Senior Systems Engineer - Mainframe	24300
Systems Engineer - Mainframe	24305
Junior Systems Engineer - Mainframe	24310
<i>Systems Programming</i>	
Systems Development Manager	18115
Technical Consultant	18120
Technical Specialist - Systems Development (Mainframe)	18125
Senior Systems Developer	18130
Systems Developer	18135
Junior Systems Developer	18140

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Position Family: Infrastructure Support & Engineering

Voice Communications

Voice Communications Engineer

[33045](#)

Voice Communications Analyst

[33050](#)

Position Family: Technology Development

Applications Development

[NEW] Applications Development Manager	18068
[NEW] Principal Developer	18067
Applications Development Team Leader	18069
Senior Developer	18070
Developer	18075
Associate Developer	18085
Junior Developer	18090

Automation and Machine Learning

[NEW] Principal Machine Learning Engineer	70055
[NEW] Senior Machine Learning Engineer	70045
[NEW] Machine Learning Engineer	70035
[NEW] Senior Robotic Process Automation Engineer	70145
[NEW] Robotic Process Automation Engineer	70135

Database Administration

Database Manager	32100
Team Leader - Database Administrator	32104
Senior Database Administrator	32105
Database Administrator	32110
Trainee Database Administrator	32115

Database Engineering

[NEW] Senior Database Engineer	32121
[NEW] Database Engineer	32120

Datawarehousing/Business Intelligence

[NEW] Senior Data Engineer	31990
[NEW] Data Engineer	32000
Data Warehousing/BI Manager	32050
Data Warehousing/BI Senior Consultant	32055
Data Warehousing/BI Consultant	32060
[NEW] Principal Data Scientist	36045
[NEW] Senior Data Scientist	32002
[NEW] Data Scientist	32001
[NEW] Senior Data Analyst	32063
Data Analyst	32065

DevOps

[NEW] Principal DevOps Engineer	32200
[NEW] Senior DevOps Engineer	32205
[NEW] DevOps Engineer	32210

Digital / Online

[NEW] Digital/Online Development Manager	18304
[NEW] Digital/Online Development Team Leader	18306
Senior Digital/Online Developer	18309
Digital/Online Developer	18310

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Position Family: Technology Development

[NEW] SEO/SEM Manager	13184
[NEW] Senior SEO/SEM Specialist	13185
[NEW] SEO/SEM Specialist	13190
Senior Graphic/Visual Designer	18320
Graphic/Visual Designer	18325
Website Administrator	18330
<i>Firmware / Embedded Engineering</i>	
Principal Firmware / Embedded Engineer	19045
Senior Firmware / Embedded Engineer	19050
Firmware / Embedded Engineer	19055
Junior Firmware / Embedded Engineer	19060
<i>Mobile Apps</i>	
Senior Mobile Application Developer	32315
Mobile Application Developer	32320
[NEW] Junior Mobile Application Developer	32325
<i>SAP</i>	
SAP Project Manager	32020
Principal SAP Functional Consultant	32023
Senior SAP Functional Consultant	32024
SAP Functional Consultant	32025
SAP Developer	32030
SAP Junior Developer	32035
Senior SAP Basis Administrator	32038
SAP Basis Administrator	32039
<i>Software Engineering</i>	
Principal Design Engineer	18285
Senior Design Engineer	18290
Design Engineer	18295
Junior Design Engineer	18300
[NEW] Graduate Software Design Engineer	18301
<i>Systems Analysis</i>	
Technical Consultant - Applications Development	18055
Senior Systems Analyst/Architect	18060
Systems Analyst	18065
<i>Technical Writing</i>	
Documentation Manager	32041
Senior Technical Writer	32040
Technical Writer	32045
<i>Test Analysis</i>	
[NEW] Head of Testing	18099
Senior Test Manager	18095
Test Manager	18100
Senior Automation Test Analyst	18113

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Position Family: Technology Development

Automation Test Analyst	18114
Senior Test Analyst	18105
Test Analyst	18110
Junior Test Analyst	18111
<i>User Experience</i>	
[NEW] Senior UI/UX Manager	32170
UI/UX Manager	32175
Senior UI/UX Designer	32180
UI/UX Designer	32185
[NEW] Senior UI/UX Engineer	18355
[NEW] UI/UX Engineer	18360
<i>Java / J2EE Programmers</i>	
Java/J2EE Senior Developer	32005
Java/J2EE Developer	32010
Java/J2EE Junior Developer	32015
<i>.NET</i>	
.NET Senior Developer	32125
.NET Developer	32130
.NET Junior Developer	32135

Position Family: Project Management

Business Analysis

Business Analysis Manager	18265
Senior Business Analyst	18270
Business Analyst	18275
Junior Business Analyst	18280

Change Control

Change Control and Release Manager	36010
Senior Change Control/Release Administrator	36013
Change Control/Release Administrator	36015

Project Management

Project Director/Program Manager	18015
IT Project Manager (Large)	18020
IT Project Manager (Medium)	18025
IT Project Team Leader	18030

Project Office

Project Office Manager	18035
Senior Project Office Administrator/Coordinator	18041
Project Office Administrator/Coordinator	18040

Scrum Master

[NEW] Tribe Lead/Agile Development Manager	18404
[NEW] Agile Coach	18403
Senior Scrum Master	18405
Scrum Master	18410
[NEW] Product Owner	18450

Position Family: IT Senior Management

General Management

Chief Information Officer	10090
[NEW] Chief Data Officer	32900
Chief Technology Officer	10110
Chief Information Security Officer (CISO)	33065
General Manager - Applications Services	31005
General Manager - IT Services/Infrastructure	31010
General Manager - Architectural Services	31015
IT General Manager (Business Unit/Region)	18005
Management Information Systems Manager	18010

Position Family: IT Support

Advanced Helpdesk Support

Advanced Helpdesk Specialist - Specialised Support [18175](#)

Desktop Support

Desktop Support Manager [18150](#)

Desktop Support Team Leader [18155](#)

Senior Desktop Support Analyst [18160](#)

Desktop Support Analyst [18165](#)

Trainee Desktop Support Analyst [18170](#)

Helpdesk

Helpdesk Manager [18180](#)

Helpdesk Team Leader [18185](#)

Senior Helpdesk Support [18190](#)

Helpdesk Support [18195](#)

IT Training

IT Training Manager [34005](#)

IT Training Officer [34010](#)

Management

IT Support Manager [18145](#)

Quality Assurance

Quality Assurance Manager [34015](#)

Senior Quality Assurance Analyst [34020](#)

Quality Assurance Analyst [34025](#)

Computer Operations Support

Senior Operations Support Analyst [18255](#)

Operations Support Analyst [18260](#)

Data Centre

Data Centre Manager [18225](#)

Shift Manager [18230](#)

Shift Team Leader [18235](#)

Senior Data Centre Operator [18240](#)

Data Centre Operator [18245](#)

Junior Data Centre Operator [18250](#)

Position Family: Product

Market Insights & Analytics

[NEW] Customer Insights Manager	20515
[NEW] Senior Customer Insights Analyst	20514
[NEW] Customer Insights Analyst	20513
[NEW] Marketing Manager - Market Intelligence/Research	13060
[NEW] Marketing Officer - Market Intelligence/Research	13065

Product Management

[NEW] Functional Lead - Product Management	13515
[NEW] Senior Product Manager	64135
[NEW] Product Manager	64035
[NEW] Associate Product Manager	13530

Position Family: Professional Services

IT Incident / Problem Management

Team Leader - Incident/ Problem Management [35015](#)

Incident/Problem Consultant [35020](#)

IT Relationship/Account Management

Senior IT Relationship/Account Manager [35005](#)

IT Relationship/Account Manager [35010](#)

Relationship Manager [35025](#)

Supplier / Contracts Management

IT Commercial Manager [35030](#)

Senior Commercial Analyst [35035](#)

Commercial Analyst [35040](#)

Management

Project Manager (Large Projects) [26010](#)

Project Manager (Mid Range Projects) [26015](#)

Project Manager (Small Projects) [26020](#)

Outsourcing

General Manager - IT Outsourcing [18013](#)

Client Services Manager (Large) [26060](#)

Client Services Manager (Medium) [26065](#)

Client Services Manager (Small) [26070](#)

Position Family: Research & Development

Research Engineers

[NEW] Research Lab Manager	74030
[NEW] Principal Research Engineer	74015
[NEW] Senior Research Engineer	74010
[NEW] Research Engineer	74005

Research Scientists

[NEW] Head of Section - Research & Development	19015
[NEW] Principal Scientist - Research & Development	19020
[NEW] Senior Scientist - Research & Development	19025
[NEW] Scientist - Research & Development	19030

Position Family: Risk and Security

IT Security Management

[NEW] Information Security Director [85016](#)

Digital Forensics

Digital Forensics Manager [33200](#)

Digital Forensics Lead Specialist [33205](#)

Senior Digital Forensics Specialist [33210](#)

[NEW] Digital Forensics Specialist [33213](#)

Junior Digital Forensics Specialist [33215](#)

E/Discovery & Incident Response

Disaster Recovery Manager [33099](#)

Disaster Recovery Specialist [33100](#)

[NEW] Incident Response Manager [33339](#)

[NEW] Incident Response/Problem Management Team Leader [33340](#)

[NEW] Senior Incident Response/Problem Management Consultant [33344](#)

[NEW] Incident Response/Problem Management Consultant [33345](#)

Information Security Governance, Risk & Compliance (GRC)

[NEW] Chief Risk Officer [10120](#)

[NEW] Head of Risk [36024](#)

IT Risk Manager [36025](#)

[NEW] Senior IT Risk Analyst [36030](#)

IT Risk Analyst [36035](#)

IT Identity & Access Management

[NEW] Identity & Access Manager [33091](#)

[NEW] Identity & Access Management Team Leader [33092](#)

[NEW] Senior IT Security - Administrator [33093](#)

IT Security - Administrator [33095](#)

IT Security Consulting

IT Security - Manager [33070](#)

IT Security - Senior Consultant [33075](#)

IT Security - Consultant [33085](#)

IT Security - Analyst [33090](#)

IT Security Engineering

[NEW] Principal IT Security Engineer [33530](#)

[NEW] Senior IT Security Engineer [33525](#)

[NEW] IT Security Engineer [33520](#)

[NEW] Associate IT Security Engineer [33515](#)

IT Security Specialist

[NEW] Penetration Testing Manager [33103](#)

[NEW] Senior Penetration Tester [33105](#)

[NEW] Penetration Tester [33110](#)

[NEW] Source Code Auditor [33150](#)

[NEW] Business Security Analyst [33400](#)

Position Family: Sales

Account Management

[NEW] Account Director (Existing Account Only)	11100
[NEW] Major/Key Account Manager (Existing Account Only)	11105
[NEW] Sales Account Manager (Existing Account/s Only)	11110

Alliance/Partner Management

Alliance/Partner Manager	23075
Alliance/Partner Specialist	23080

Bid Management

Bid Manager	26055
Senior Bid Manager	26050

Business Development

[NEW] Business Development Manager	11115
[NEW] Business Development Specialist	11120

Channel/Dealer Sales

Corporate Channel Sales Manager	22015
[NEW] Channel/Dealer Sales Manager	11050
[NEW] Senior Channel/Dealer Sales Representative	11055
[NEW] Channel/Dealer Sales Representative	11060
[NEW] Junior Channel/Dealer Sales Representative	11065

Contact Centre Sales

[NEW] Contact Centre Sales Team Leader	23613
[NEW] Senior Contact Centre Sales Representative - Inbound	50030
[NEW] Contact Centre Sales Representative - Inbound	50025
[NEW] Lead Generation Specialist	23611

Generalist Sales (New and Existing Business)

Senior Principal Sales Representative	23005
Principal Sales Representative	23010
Senior Sales Representative	23015
Sales Representative	23020
Junior Sales Representative	23025

Inside Sales

Inside Sales Manager	23030
Senior Inside Sales Representative	23035
Inside Sales Representative	23040
Junior Inside Sales Representative	23045

Retail Outlet/Store Sales

[NEW] Merchandise Manager	75660
[NEW] Retail Outlet/Store Manager	11070
[NEW] Assistant Retail Outlet/Store Manager	11075
[NEW] Retail Outlet/Store Sales Consultant	11080

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Position Family: Sales

Sales Operations/Support

[NEW] Functional Lead - Sales Operations & Support	24706
[NEW] Sales Operations Manager	24705
[NEW] Sales Operations Team Leader	24704
[NEW] Sales Operations Analyst	24703
[NEW] Sales Operations Coordinator	24702
[NEW] Order Processing/Sales Administration Assistant	24701

Service Sales

Service - Senior Sales Representative	23050
Service - Sales Representative	23055
Service - Junior Sales Representative	23060

Software Licensing

Software Licensing Specialist	23065
Junior Software Licensing Specialist	23070

Technical Pre-Sales Support

Pre-Sales Support Manager	11140
Principal Pre-Sales Support Specialist	11145
Senior Pre-Sales Support Specialist	11150
Pre-Sales Support Specialist	11155
Junior Pre-Sales Support Specialist	11160

Position Family: Senior Executive

General Management

[NEW] Chief Executive Officer	10005
[NEW] Finance Director/Chief Financial Officer	10055
[NEW] Chief Operating Officer	10010
[NEW] Company Secretary	15085
Corporate Professional Services Manager	22030
Sales Director	10035

Position Family: Service Delivery Management

Service Delivery Management

Service Delivery Manager (Large)	26075
Service Delivery Manager (Medium)	26080
Service Delivery Manager (Small)	26085

Position Family: Strategy

Business Intelligence

Data/BI Analytics Manager

[32061](#)

Position Family: Technology Consulting

Consultants

Associate Consulting Director/Associate Partner	26025
Principal Consultant	26030
Senior Consultant	26035
Consultant	26040
Junior Consultant	26045

General Management

Professional Services Manager - Sector	26005
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Solutions Architecture

[NEW] Senior Principal Solutions Architect	26000
Principal Solutions Architect	26090
Senior Solutions Architect	26095
Solutions Architect	26100

Position Family: Telecommunications

Cellular Network

Group Leader - Cellular Design & Performance Group	28115
Technical Specialist - Cellular Design & Performance Group	28120
Senior Cellular RF Design/Performance Engineer	28125
Cellular Network Engineer	28130

Customer Technical Support

Field Technical Services Manager	28065
Team Leader Customer Service Engineer/Technician	28070
Senior Customer Service Engineer/Technician	28075
Customer Service Engineer/ Technician	28080

Network Management / NOC

Network Management / NOC Team Leader	28085
Senior Network Management / NOC Engineer	28090
Network Management / NOC Engineer	28095
Intermediate Network Management / NOC Engineer	28100
Network Management / NOC Coordinator	28105
Provisioning Officer/Provisioning Engineer	28110

Research and Development - Network Design

Engineering Manager/Chief Design Engineer	28005
Project Manager - Network Development	28010
Team Leader - Network Development	28015
Senior Engineer - Network Development	28020
Engineer - Network Development	28025
[NEW] Graduate Engineer - Network Development	28026

Satellite Network

[NEW] Satellite Platform Engineer	28225
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Telecommunications Network Construction

[NEW] Network Construction Project Manager	88010
[NEW] Network Construction Site Manager	88014
[NEW] Senior Communications Rigger	88013
[NEW] Communications Rigger	88012

Position Family: Technical

Technical Support

[NEW] Senior Technical Support Officer [92108](#)

[NEW] Technical Support Officer [92109](#)

Geographic Information Systems

GIS/EIS Manager [32070](#)

Technical Specialist - Geospatial [32075](#)

Senior GIS Analyst [32080](#)

GIS Analyst [32085](#)

Senior GIS Database Administrator [32090](#)

GIS Database Administrator [32095](#)

Position Family: Other Specialists

*Configuration*Assets & Configuration Manager [36005](#)[NEW] Asset & Configuration Consultant [36004](#)*IT Asset Management*IT Asset Manager [36020](#)*Process Improvement*Six Sigma - Master Black Belt [15500](#)Six Sigma - Black Belt [15505](#)Six Sigma - Green Belt [15510](#)

Position Description

Position title: Office Manager
Position code: 15025
Level: 4

Responsible for

Ensuring the office is operated professionally, effectively and efficiently by providing support in Office Management, Administration and Human Resources, as required.

Report to

General Manager.

Supervises

Receptionist and/or Clerk. May also supervise Project Administrator, Accounts, Clerical staff.

Main activities

- Allocating work assignments to ensure an efficient productive workload from the administration team.
- Providing assistance to the General Manager on matters relating to implementing agreed policies and procedures - based on both internal guidelines and the interpretation/adherence to relevant pieces of government legislation .
- Being responsible for the management of the company filing and archiving systems.
- Managing resources to ensure that reception is operational between standard working hours.
- Maintaining office supplies, researching specific purchase information for regular goods and services required by the office and negotiating contracts for the supply of such goods and services.
- Arranging internal staff movements/office relocations, including Telecommunication requirements.
- May coordinate activities associated with the maintenance of building facilities and equipment including the administration of building security/access for employees.

Key skills

Nil.

Internal contacts

General Manager, Administration staff, Receptionists, Accounts staff.

External contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

Typical experience

6+ years of hands on experience in managing and coordinating general Office Support.

Other comments

This role is typically found in organisations with mid-range sized offices where office administration activities can be conveniently coordinated from a central location.

Position Description

Position title: Corporate Customer Support/Operations Manager
Position code: 22020
Level: 6

Responsible for

Controlling Corporate Customer Service for a range of computer hardware and peripherals.

Report to

Corporate Customer Service/Support Manager.

Supervises

A team of Branch Customer Support Managers and Repair Centre staff.

Main activities

- Coordinating Pre and Post Sales field support on a national basis.
- Organising and monitoring the performance of Service Centres and Customer Repair Centres on a national basis.
- Establishing and controlling stocks of parts and service equipment.
- Formulating national service policy.
- Ensuring the security of stock and assets.
- Preparing and updating national customer service budgets, regularly reporting on performance against targets.
- Monitoring the operation of warranty plans and the level of customer complaints.

Key skills

- Strong technical background and well developed skills in the organisation and control of field service and customer support.
- Good product knowledge and an appreciation of sales and marketing strategies, profit centre management, negotiation and industrial relations.
- In-depth product servicing knowledge with organisational and customer relations abilities.

Internal contacts

Corporate Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

External contacts

Major customers and prospects, Distributors and Sub-contractors.

Typical experience

At least 7 years of experience in Customer Service and extensive technical training and product servicing experience.

Other comments

Position Description

Position title: Regional Customer Service Manager
Position code: 24005
Level: 6

Responsible for

Controlling customer service/support activities in a large region. Achieving customer satisfaction and financial objectives.

Report to

Corporate Customer Service/Support Manager. In larger organisations the service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

Supervises

Branch Customer Service/Support Managers.

Main activities

- Delivering customer service, including both field and onsite services.
- Achieving contractual obligations to customers (service level agreements) and financial objectives.
- Achieving coordination of day-to-day operations through subordinate managers.
- Planning resource requirements within the region (recruitment, technical training).
- Providing service business inputs to large tenders.

Key skills

- Generally incumbents must have strong technical backgrounds, however business management skills are equally important.
- Developed skills in planning and organising large service delivery, financial analysis skills and ability to influence customers at the highest level.

Internal contacts

Branch Customer Service/Support Managers, Regional Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

External contacts

Customers at senior management level, prospects, Distributors, Parts Suppliers, and Sub-contractors.

Typical experience

At least 15 years of experience in Customer Service Management.

Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware and networks.

Position Description

Position title:	Branch/Region Customer Service Manager
Position code:	24010
Level:	5

Responsible for

Controlling customer service/support activities in a branch or region. Achieving customer satisfaction and financial objectives.

Report to

Corporate Customer Service/Support Manager or Regional Customer Service/Support Manager, depending on company structure. Service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

Supervises

First Level Customer Service/Support Manager(s) and all Customer Service staff across the complete product range.

Main activities

- Delivering customer service, including both field and on-site services.
- Achieving contractual obligations to customers (service level agreements) and financial objectives.
- Coordinating day to day operations (possibly) through subordinate managers.
- Planning resource requirements within the Branch/Region (recruitment, technical training).
- Providing service business inputs to large tenders.

Key skills

- Generally incumbents will have strong technical backgrounds, however business management skills are equally important.
- Developed skills in planning and organising large service delivery, financial analysis skills and the ability to influence customers at the highest levels.

Internal contacts

Branch Customer Service/Support Managers, Regional Sales and Marketing Management, Operations and Logistics Managers, Systems and Software Development.

External contacts

Customers at senior management level, prospects, Distributors, Parts Suppliers, and Sub-contractors.

Typical experience

At least 10-15 years of experience in customer service management.

Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware and networks.

Position Description

Position title: Customer Support/Service Manager
Position code: 12005
Level: 4

Responsible for

Controlling Customer Service/Support activities in a large region, achieving customer service and financial objectives. In larger organisations may be accountable for all Customer Service/Support activities in a small branch.

Report to

Regional Customer Service/Support Manager or Branch Customer Service/Support Manager depending on company structure.

Supervises

All Customer Service/Support staff across the complete product range. Day-to-day supervision may be exercised through Team Leaders.

Main activities

- Coordinating Customer Service/Post Sales support.
- Managing customer problems to predetermined standards.
- Recruiting and training Customer Service/Support staff.
- Ensuring timely introduction of new product/features to customers.
- Preparing budgets and projections.
- Initiating and managing process improvements.

Key skills

- Strong technical background and detailed product knowledge are combined with organisational and control abilities.
- Developed skills in customer liaison and handling of computer systems difficulties which adversely affect client's operations.
- Advanced verbal and written communication skills to explain complex information to all levels of staff and customers.

Internal contacts

Regional Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

External contacts

Customers at all levels, prospects, Distributors, Parts Suppliers, and Sub-contractors.

Typical experience

At least 7-10 years of experience in Customer Service and extensive technical training and product service experience.

Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware & networks.

Position Description

Position title: Call/Response Centre Manager
Position code: 24020
Level: 4

Responsible for

Managing and operating a part of or a small Response Centre including systems engineering, applications support and customer engineering functions to ensure that proper software and hardware support is given in response to customer phone calls.

Report to

National Response Centre Manager, National Services Manager.

Supervises

Customer Dispatch Operators.

Main activities

- Taking responsibility for quality telephone support services.
- Ensuring that team managers provide quality systems engineering, applications support, and customer engineering services to customers who phone the Response Centre.
- Soliciting feedback from field support units on operation and requirements.
- Providing specifications for administrative systems to support the Response Centres.
- Providing Support Engineering with feedback on product support ability and product support cost data.
- Working closely with field management to maximise group goals.
- Possibly taking responsibility for multi-shift department.

Key skills

- Understanding of computer systems, customer support needs on requirements, hardware, and software support service offerings and business practices.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, distributors, parts suppliers and sub-contractors.

Typical experience

At least 5-7 years experience, including supervision of staff. Bachelor degree in electrical engineering and/or computer science or equivalent combination of education and experience.

Other comments

Position Description

Position title:	Call/Response/Technical Support Centre Manager - Technical Role
Position code:	24025
Level:	4

Responsible for

Delivering optimum customer service by managing the technical skills within a small Call Response/Technical Support Centre including applications support, systems and customer engineering functions, ensuring that proper software and hardware support is provided in response to customer calls.

Report to

Corporate Customer Services Manager or Corporate Response Centre Manager.

Supervises

Technical Support Analysts, Operational Analysts, Call Dispatch Operators.

Main activities

- Managing and coordinating the technical skills and providing day-to-day work direction within the Call Response/Technical Support Centre to ensure high quality service delivery.
- Supporting the organisation's security policy, with particular emphasis on the protection of sensitive customer information.
- Working closely with Technical Support staff to enhance overall performance. Providing Engineering Support staff with feedback on support abilities and cost data. Analysing performance, highlighting problem areas, implementing projects for improvements.
- Employing extensive systems knowledge to developing technical processes to aid performance and efficiency within the Call Response/Technical Support Centre.
- Monitoring provision and installation, maintenance, use and repair performance against set targets.
- Undertaking regular meetings, training and counselling sessions for all direct reports, soliciting feedback from support units on operations and requirements.
- Contributing to Regional Customer Service team meetings, offering suggestions and ideas to underpin key purpose statement.
- Responsibility for developing and maintaining positive relationships with customers (management and staff) and ensuring a high level of satisfaction with technical support and operational services.

Key skills

- Knowledge of systems management, operational services, technical support functions and service delivery across multiple platforms and architectures.
- Ability to diagnose or understand customer's technical problems/requirements and devise a suitable technical solution.
- Management, supervisory and mentoring experience.

Internal contacts

Technical Support Specialists, Customer Support, Sales and Marketing staff, Systems/Software Development staff, IT staff.

External contacts

Customers, Distributors, Parts Suppliers, Subcontractors.

Typical experience

At least 7 years of operations, programming, pre-sales or engineering experience, coupled with a degree in Computer Science, Engineering or equivalent.

Other comments

Position Description

Position title: Complaints & Disputes Resolution Officer
Position code: 58010
Level: 3

Responsible for

Receiving, assessing, investigating and responding to all Complaints and Disputes referred.

Report to

Dispute Resolution Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Undertaking timely and accurate response to all internal Complaints and external Disputes from the IEC.
- Providing recommendations in relation to unresolved complaints for the organisation.
- Acting as the IEC referral point for the organisation's customer enquiries and for management and staff of the organisation in relation to Code of Practice and decisions under the Insurance Contracts Act.
- Maintaining and monitoring the organisation's Complaint Management System.
- Proactively identifying systematic causes of customer dissatisfaction and contributing to the development of solutions.
- Providing regular reporting to the team leader in relation to IEC matters and service issues.
- Ensuring the organisational obligations under the law and the General Insurance Code of Practice are adhered to when processing Disputes.
- Keeping accurate and comprehensive statistics and records relating to all Complaints and Disputes.

Key skills

- Working knowledge of New Zealand Standard on Complaints Handling, risk management processes and analysis of systems and processes.
- Strong interpersonal, communication and negotiation skills.
- Strong time management skills.

Internal contacts

Compliance; Legal; Claims.

External contacts

IEC; Clients.

Typical experience

3+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

Other comments

Position Description

Position title: Customer Service Team Leader
Position code: 12006
Level: 3

Responsible for

Assisting in developing, leading and supporting branch staff to achieve maximum sales through effective implementation of management strategies.

Report to

State/Region Manager and Branch Manager.

Supervises

Customer Service Officers.

Main activities

- Developing and leading staff through the consistent application of performance and sales management strategies.
- Supporting the achievement of branch revenue and delivery of appropriate customer service levels by effective management of a team.
- Working with other stakeholders to maximise sales opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Assisting in managing the operations of a branch through completion of reports and management of staff rosters.
- Training, coaching and mentoring sales and service consultants to achieve sales, revenue and customer targets.
- Monitoring team performance and identifying reasons for variances to target.
- Identifying opportunities for new business growth and opportunities for increased customer retention.

Key skills

- Strong communication and interpersonal skills.
- Basic computer skills.
- Negotiation and staff development skills.
- Strong sales performance and customer service skills.
- Understanding of products, underwriting, systems and processes.

Internal contacts

Branch manager, regional area managers, other team leaders.

External contacts

Customers, Chambers of Commerce, community partners

Typical experience

Completion of secondary education coupled with minimum of 2 - 3 years experience in Branch Sales / Service Consulting. May also possess tertiary qualifications in business or related discipline.

Other comments

Position Description

Position title: Senior Customer Service Representative
Position code: 12010
Level: 3

Responsible for

Consulting customers regarding support of various products, conducting product demonstrations, maintaining general after-sales support and identifying and passing on sales leads.

Report to

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing clients with product knowledge to ensure optimum utilisation of the organisation's products, and suggesting the use of additional products offered by the organisation where applicable.
- Conducting product training for clients and staff.
- Responding to customer enquiries.
- Assisting customers with the initial usage of products and ongoing problem resolution.
- Investigating, resolving or escalating all client complaints in a timely fashion.
- Recommending the purchase of products offered by the organisation where applicable or identifying sales opportunities for follow up by Sales Representatives.

Key skills

- Strong Customer Service orientation and an understanding of the sales environment.
- Excellent presentation and communication skills.
- Product demonstration skills, coupled with training and public speaking ability.
- Knowledge of organisation's products.
- Ability to identify sales leads and on-sell.

Internal contacts

Customer Service staff, Sales staff, Finance and Administration staff, Technical Support staff.

External contacts

Customers, Product Vendors.

Typical experience

5+ years of experience in the relevant industry.

Other comments

Position Description

Position title: Customer Service Representative
Position code: 12015
Level: 2

Responsible for

Consulting customers regarding support of various products, conducting product demonstrations and maintaining general after-sales support.

Report to

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing clients with product knowledge to ensure optimum utilisation of the organisation's products.
- Conducting product training for clients and staff.
- Responding to customer enquiries.
- Assisting customers with initial usage of products and ongoing problem resolution.
- Investigating, resolving or escalating all client complaints in a timely fashion.
- Identifying sales opportunities for follow up by Sales Representatives.

Key skills

- Strong Customer Service orientation.
- Excellent presentation and communication skills.
- Product demonstration skills, coupled with training and public speaking ability.
- Knowledge of organisation/industry products.
- Ability to identify sales leads.

Internal contacts

Customer Service staff, Sales staff, Finance and Administration staff, Technical Support staff.

External contacts

Customers, Product Vendors.

Typical experience

At least 2 years of experience in the relevant industry.

Other comments

Position Description

Position title: Contact Centre Manager
Position code: 49010
Level: 5

Responsible for

Managing Customer Centre teams to ensure efficient service to customers and advisers via telephone and correspondence inquiries.

Report to

General Manager, Customer Service.

Supervises

Contact Centre Team Leaders and Representatives.

Main activities

- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers across all contact channels. Managing the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Work with team managers to clearly define their responsibilities and develop key performance indicators/goals to ensure effective and efficient operation of the Contact Centre.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them. Seeking Specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
- Analysing performance, highlighting problem areas and identifying improvement actions.
- Driving improvement projects to improve performance against targets.
- Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Budgetary management.
- Liaise with marketing departments regarding launch of new products/services. Manage the impact of new products and services on levels of customer service.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation, facilitation and communication skills.
- Planning and organisational skills.
- Budgetary creation and management.

Internal contacts

Senior Management.

External contacts

Clients.

Typical experience

Usually at least 5-8 years of industry experience.

Other comments

Position Description

Position title: Senior Contact Centre Representative
Position code: 50010
Level: 2

Responsible for

Providing customers with second level support/support for high value customers for all products and services consistent with established quality standards. Dealing with more complex/escalated complaints and assisting Contact Centre Representatives.

Report to

Contact Centre Team Leader - Inbound

Supervises

No supervisory responsibilities.

Main activities

- Providing second level support for a particular contact channel. Using on-line systems to access data and answer customer inquiries within service times.
- Allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries.
- Keeping accurate records of support activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Act as a mentor to Contact Centre Representatives and assist with knowledge transfer.

Key skills

- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.
- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.

Internal contacts

Customer Support, Finance, Sales and Marketing

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Representative
Position code: 50015
Level: 1

Responsible for

Answering customer inquiries from a particular contact channel accurately and within agreed service times in a professional customer focused manner.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Responding to incoming inquiries offering exceptional customer services regarding the organisation's products and services.
- Using on-line systems to access data and answer customer inquiries within service times.
- Entering customer requests/queries on-line.
- Liaising with other internal areas to provide answers for customers.
- Maintaining statistics for complaints/inquiries.
- Ensuring Agents are advised of any customer inquiries.
- Helping formulate and achieve goals.
- Liaising with Agents on customer inquiries and complaints and escalating issues when necessary.
- Discretion to provide account credits in line with pre-established guidelines.

Key skills

- Excellent telephone manner.
- Good numeric and communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

Experience in a Customer Service environment.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Workforce Analyst
Position code: 54015
Level: 3

Responsible for

Monitoring, analysing and ensuring that the organisation's contact centre operations are efficient and cost effective.

Report to

Workforce Manager, Contact Centre Operations Manager

Supervises

No supervisory responsibilities.

Main activities

- Developing staffing rosters that ensure contact centre staff are scheduled for maximum efficiency to meet the organisation's demand.
- Ensuring that all rosters and schedules are created in line with accurate traffic profiles including historical and current contact channel volume data, program and operational requirements and capacity plans.
- Conducting ongoing monitoring of queue operations, responding in consultation with Team Leaders/Managers to variances in cost effective ways and in accordance with volume related KPIs and service quality standards.
- Advising Team Leaders/Managers of the most cost effective use of leave without pay, overtime and other flexible staffing options to balance resource demands.
- Resolving issues and making recommendations to ensure the profitability, productivity and overall success of any program in a timely and cost effective manner. Escalating more complex issues to the Workforce Manager.
- Analysing inbound and outbound operations/programs for the provision of daily, weekly and monthly reports and recommendations for management.
- Providing recommendations to management in pursuit of continuously improving effectiveness and efficiencies of program operations.
- Analysing and providing solutions to support the business to address non-productive time.

Key skills

- Excellent working knowledge of contact centre operations, metrics and related technology.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Excellent planning and time management skills.
- Ability to problem solve through selection of appropriate techniques, procedures and information to achieve effective resolution.

Internal contacts

Customer Service and Support, Sales and Marketing.

External contacts**Typical experience**

3-4 years experience in a customer service environment.

Other comments

Position Description

Position title: Customer Education Manager
Position code: 24030
Level: 5

Responsible for

Managing the external training function of an organisation.

Report to

Corporate Customer Support Manager, Corporate Sales Manager, General Manager.

Supervises

All Instruction, Curriculum and Training staff.

Main activities

- Developing external training programs to meet corporate objectives.
- Developing training programs to meet customer needs and liaising closely with industry leaders.
- Managing education budget for external training.
- Reporting on the overall profitability of the training function.
- Overseeing the scheduling of classes and facilities.
- Managing Instruction and Administrative staff.
- Taking responsibility for overall strategy of the customer training/education function.
- Keeping up to date with technical knowledge and new product introductions.

Key skills

- Organisational, communication, management and customer handling skills.

Internal contacts

Senior management, Training staff, Customer Support staff.

External contacts

Customers at all levels, educational and training institutes, training consultancies.

Typical experience

In depth company product/service knowledge, relevant supervisory and training experience gained over at least 10 years would be applicable. Some formal training in areas of Management of Training and Development is often mandatory.

Other comments

Position Description

Position title: Senior Customer Training Officer
Position code: 24035
Level: 4

Responsible for

Developing and conducting customer training programs to acquire the skills necessary to leverage the greatest value out of the company's products and/or services.

Report to

Customer Education Manager.

Supervises

May provide guidance to more junior training staff.

Main activities

- Developing external training courses in line with ongoing needs identified with management.
- Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
- Tailoring training programs to meet the specific needs of different customer groups.
- Maintaining up-to-date records of training activities.
- Continually developing and modifying training courses often using audio-visual training techniques.
- Translating customer needs into marketable training solutions.
- Liaising with key groups to keep technical knowledge updated on new product introductions and ensuring the information is incorporated into existing or new courses.

Key skills

- Advanced organisational and communication skills.

Internal contacts

Customer Training staff, Customer Support staff.

External contacts

Third party facilitators, external consultants, customers.

Typical experience

Tertiary level qualifications (typically in Engineering) with a minimum of 4-5 years training experience and 3-5 years experience in an IT environment. Good knowledge of company products and/or services.

Other comments

Alternative Title: Training Consultant.

Position Description

Position title: Customer Training Officer
Position code: 24040
Level: 3

Responsible for

Conducting customer training programs to provide the skills necessary to leverage the greatest value out of the company's products and/or services.

Report to

Customer Education Manager, Senior Customer Training Officer.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of customer training courses in line with ongoing needs identified with management, usually in conjunction with a Senior Customer Training Officer/Consultant.
- Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
- Assisting in tailoring training programs to meet the specific needs of different customer groups.
- Maintaining up-to-date records of training activities.
- Modifying training courses, often using audio-visual training techniques.
- Providing input into translating customer needs into marketable training solutions.
- Liaising with key groups to keep technical knowledge updated and new product introductions and ensuring the information is incorporated into existing or new courses.

Key skills

- Developed organisational and communication skills.

Internal contacts

Customer Training staff, Customer Support staff.

External contacts

Third party facilitators, external consultants, customers.

Typical experience

Tertiary level qualifications (typically in Engineering) with at least 2-3 years training experience and 3-5 years experience in an IT environment. Intermediate knowledge of company products and/or services.

Other comments

Position Description

Position title: Technical Support Centre Manager
Position code: 24125
Level: 5

Responsible for

Effectively managing a Technical Support Centre (at both an operational and strategic level) to ensure customers are provided with the highest level of Technical Support.

Report to

Regional Customer Support Manager.

Supervises

Technical Support Centre staff.

Main activities

- Managing Technical Support Centre resources efficiently in line with business needs and client demand.
- Meeting agreed service levels by leading a team/or teams of Technical Support Analysts in the provision of high level Technical Support to clients.
- Assisting with the building and maintenance of the Technical Support revenue stream and expense control.
- Managing client expectations and escalating critical situations to Senior Management.
- Designing Technical Support strategies for new products and improving those strategies for existing products.
- Defining and maintaining Technical Support Centre policies and procedures.
- Measuring productivity and developing plans to streamline and enhance productivity.
- Liaising with platform partners to ensure Technical Support co-operation.
- Participating in strategy planning for the Technical Support Centre.
- Identifying training requirements and personal development plans for Technical Support Centre staff.

Key skills

- Strategic leadership skills.
- Excellent communication skills.
- Organisational and administrative ability.
- Ability to guide and motivate individuals.
- Ability to interpret the complexity of technical problems.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical experience

At least 5 years of experience within a Technical Support Analyst role, coupled with at least 5 years of supervisory experience.

Other comments

Position Description

Position title: Technical Support Centre Team Leader
Position code: 12020
Level: 4

Responsible for

Providing customers with the highest standard of Technical Support through the effective supervision of a team of Technical Support Analysts.

Report to

Technical Support Centre Manager.

Supervises

A team of Technical Support Analysts.

Main activities

- Managing team resources efficiently in line with business needs and client demand.
- Meeting agreed service levels by leading a team of Technical Support Analysts in the provision of high level Technical Support to clients.
- Understanding the complexity of escalated technical problems in order to properly allocate resources to developing and implementing solutions in the most cost effective manner.
- Developing and coordinating the team rosters to ensure the availability of requisite resources and ensure that employee productivity is enhanced.
- Ensuring the dispersal of pertinent information to Technical Support staff regarding products, services and clients.
- Identifying training needs within the team and ensuring individual development improves team and individual performance.
- Managing client expectations and escalating critical situations to Management.
- Monitoring and maintaining Technical Support Centre policies and procedures.
- Facilitating higher morale and productivity within the Technical Support team.
- Ensuring accuracy and quality of work and encouraging innovative action.

Key skills

- Leadership skills.
- Excellent communication skills.
- Organisational and administrative ability.
- Ability to guide and motivate individuals.
- Ability to interpret the complexity of technical problems.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical experience

At least 2-4 years of experience within a Technical Support Analyst role, coupled with 2 years of supervisory experience.

Other comments

Position Description

Position title:	Principal Technical Analyst - Specialised Support
Position code:	24135
Level:	5

Responsible for

Providing specialised support (typically from a remote Technical Support Centre) to existing clients in order to maintain customer satisfaction.

Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Providing specialised Technical Support from a remote location either by telephone or email.
- Developing and maintaining expert knowledge and skill in supported products and in those products associated with supported products, as required.
- Negotiating timeframes for solution implementation with clients and updating clients on progress during problem resolution.
- Acting as the final technical escalation point or 'Technical Guru' within the Technical Support Centre and referring any unsolved problems/faults to the product development team.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Drawing on technical ability and expertise to solve and document newly encountered problems.
- Developing and delivering training to more junior Technical Support Analysts.
- Attending relevant product and skill courses.

Key skills

- Expert knowledge of organisation's products.
- Strong service orientation.
- Excellent communication skills.
- Advanced problem analysis and problem solving skills.

Internal contacts

Customer Support, Sales and Marketing staff, Systems and Software Development staff, Contracts and IT staff.

External contacts

Customers.

Typical experience

At least 6 years Technical Support experience coupled with a degree in computer science or engineering.

Other comments

This role may occasionally visit client sites in order to perform specialised Technical Support activities. Employees in this role would typically have clients/calls escalated to them by the Senior Technical Support Analyst - Specialised Support.

Position Description

Position title: Senior Technical Analyst - Specialised Support
Position code: 24140
Level: 4

Responsible for

Providing technical third level support to customers for resolution of basic to highly complex technical problems related to installation, maintenance, use and repair of company's products.

Report to

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing third level support by voice and electronic means.
- Effectively handling customer satisfaction.
- Recommending and promoting technical and professional solutions to customers.
- Developing work grounds and solutions.
- Researching issues thoroughly before contacting development/porting.
- Thoroughly documenting tests and bugs.
- Keeping customers informed of progress.
- Developing and delivering training to other analysts.
- Participating in product/platform regression testing.
- Providing feedback to product development and marketing organisations for future product release planning.

Key skills

- Working knowledge of company's products.
- Excellent communication skills.
- Ability to manage time and work flow in order to meet service levels.
- Judgement in seeking advice and counsel.
- Consistent delivery of proactive service.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers at operational level. This position assures the highest level of customer satisfaction by resolving, researching, collaborating or developing new ways to deal with complex customer relations issues.

Typical experience

Degree in Computing Science, Engineering or equivalent experience. At least 5-10 years relevant experience in programming or operations or similar time in pre-sales role.

Other comments

Position Description

Position title: Technical Analyst - Specialised Support
Position code: 24145
Level: 3

Responsible for

Providing second level remote advice/service support from a Customer Response/Support Centre to existing customers for problems related to maintenance, installation, use and repair of company's products. May focus on major account customers.

Report to

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing Second level support by voice and electronic means.
- Documenting and creating solutions to technical/application client problems and queries.
- Allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Using the ability to manage escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries and keeping accurate records of support activities.
- Sharing information/best practices amongst the team and delivering technical training to other team members.
- Reviewing customer issues with less senior staff in order to ensure customer satisfaction is maintained (coaching/development).
- Attending relevant product and skill courses.
- Keeping management aware of potential areas for product, services and education sales.

Key skills

- Strong service orientation with excellent communication skills for understanding technical problems and clearly explaining solutions.

Internal contacts

Customer Support, Sales and Marketing staff, Systems and Software Development staff, Contracts and IT staff.

External contacts

Customers, mainly at operational level. This position promotes customer satisfaction by resolving complex customer relations issues. Managing the relationships with numerous remote accounts.

Typical experience

At least 3-5 years programming or administration experience on mini to mid-range computers or at least 2-4 years support experience with a degree in computer science or engineering.

Other comments

Position Description

Position title: Junior Technical Analyst - Specialised Support
Position code: 24150
Level: 2

Responsible for

Providing specialised support (typically from a remote Technical Support Centre) to existing clients in order to maintain customer satisfaction.

Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Providing specialised technical support from a remote location either by telephone or email.
- Continually learning, developing and maintaining knowledge and skill in supported products and in those products associated with supported products, as required.
- Negotiating timeframes for solution implementation with clients and updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation to senior Technical Support Centre staff and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Sharing information/best practices amongst the team.
- Attending relevant product and skill courses.

Key skills

- Growing knowledge of organisation's products.
- Strong service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

Internal contacts

Customer Support, Sales and Marketing staff, Systems and Software Development staff, Contracts and IT staff.

External contacts

Customers.

Typical experience

At least 1-2 years Technical Support experience coupled with a degree in computer science or engineering.

Other comments

This role may occasionally visit client sites, typically with more senior Technical Analysts, in order to perform specialised Technical Support activities. Employees in this role would typically either be the first point of contact for clients within the Technical Support Centre or have clients/calls escalated to them by the Senior Operational Analyst - Basic Support.

Position Description

Position title: Senior Operational Analyst - Basic Support
Position code: 24155
Level: 2

Responsible for

Providing remote first level advice/service support from a Customer Response/Support Centre to existing customers relating to maintenance, installation, use and repair of company's products.

Report to

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing first level support by voice and electronic means, creating solutions to technical/application client problems and queries.
- Allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Attending relevant product and skill courses and passing on relevant points to others in the team. Sharing information/best practices amongst the team.
- Mentoring new graduates/trainees.
- Maintaining a database of clients through regular follow-up of problems and queries - keeping accurate records of support activities.
- Keeping management aware of potential areas for product, services and education sales.

Key skills

- Strong service orientation with excellent communication skills for understanding technical problems and clearly explaining solutions.

Internal contacts

Customer Support, Sales and Marketing staff, Systems and Software Development staff, Contracts and IT staff.

External contacts

Customers, mainly at operational level. This position promotes customer satisfaction by resolving complex customer relations issues. Managing the relationships with numerous remote accounts.

Typical experience

At least 2-3 years operating software or administration experience on mini to mid-range computers, or at least 1.5 - 3 years support experience. May be recent graduates trained to provide first level support.

Other comments

Position Description

Position title: Operational Analyst - Basic Support
Position code: 24160
Level: 1

Responsible for

Providing basic Technical Support (typically from a remote Technical Support Centre) to existing clients in relation to maintenance, installation, use and repair of organisational products and for promoting customer satisfaction by managing the relationship with numerous remote accounts.

Report to

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Providing basic technical support from a remote location either by telephone or email.
- Continually learning, developing and maintaining knowledge and skill in order to be able to create solutions to technical/application client problems and queries.
- Resolving client problems and queries in an effective and timely manner - updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Sharing information/best practices amongst the team.
- Attending relevant product and skill courses.

Key skills

- Strong service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

Internal contacts

Customer Support, Sales and Marketing staff, Systems and Software Development staff, Contracts and IT staff.

External contacts

Customers - mainly at an operational level.

Typical experience

At least 2 years operating software, hardware and/or network experience or at least 1 year of support experience. Typically possesses a relevant tertiary qualification.

Other comments

Employees in this role would typically be the first point of contact for clients within the Technical Support Centre.

Position Description

Position title: Senior Support Analyst - Network
Position code: 24165
Level: 3

Responsible for

Providing a Helpdesk function and support to network users.

Report to

Internal Support Manager.

Supervises

Network Support Analyst/Administrator.

Main activities

- Administering the use of all networks including the maintenance of the user register.
- Providing assistance to users with standard network software and communications packages, and mainframe access.
- Assisting with the development and enhancement of relevant standards, procedures and guidelines.
- Planning, scheduling and implementing network hardware and software maintenance requirements and upgrades.
- Preparing and verifying daily backups.

Key skills

- Good technical knowledge of networks, terminals, PC's, and experience in PC User support and training.
- Good analysis, design and programming skills.
- Good interpersonal skills and ability to communicate at all levels, in both the verbal and written forms.

Internal contacts

Network Users.

External contacts

Network Suppliers.

Typical experience

Tertiary qualification in Data Processing and/or relevant industry experience. At least 3-5 years Programming experience.

Other comments

Alternative Title: Senior LAN Support Specialist.

Position Description

Position title: Support Analyst - Network
Position code: 24170
Level: 2

Responsible for

Providing a Helpdesk function and support to network users.

Report to

Senior Network Support Analyst.

Supervises

No supervisory responsibilities.

Main activities

- Administering the use of all networks including the maintenance of the user register.
- Providing assistance to users with standard networks software and communications packages, and mainframe access.
- Assisting with the development and enhancement of relevant standards, procedures and guidelines.
- Planning, scheduling and implementing network hardware and software maintenance requirements and upgrades.
- Preparing and verifying daily backups.

Key skills

- Good technical knowledge of networks, terminals, PC's, and experience in PC User support and training.
- Good analysis, design and programming skills.
- Good interpersonal skills and ability to communicate at all levels.

Internal contacts

Network Users.

External contacts

Network Suppliers.

Typical experience

Tertiary qualification in Data Processing and/or relevant industry experience. At least 1-3 years of Programming experience.

Other comments

Alternative Title: LAN Support Specialist.

Position Description

Position title: Senior Call Dispatch Operator
Position code: 24175
Level: 3

Responsible for

Receiving and/or placing non-routine calls within the company's response centre, where deviation from standard response or extensive research is required.

Report to

Call/Response Centre Manager or Customer Support Manager.

Supervises

No supervisory responsibilities. May provide guidance to less experienced call dispatch operators

Main activities

- Receiving customer calls, clarifying requirements, logging into call dispatch system.
- Maintaining a highly professional image to present company to customers.
- Checking customer contract details to establish level of service agreement and resolving any difference between expectations and contractual obligations.
- Ensuring all processes involved with the Response Centre are of a high quality, accurate, are carried out in a timely manner, according to procedures.
- May assess needs, answer queries and resolve basic problems, suggesting alternative products/services where appropriate.
- Ensuring queue length and call wait times are kept to a minimum.
- Collating statistical information from the call dispatch system as a basis for monitoring branch performance.

Key skills

- Ability to deal with busy, high-pressure situations under limited supervision.
- Familiarity with the computerised dispatch program.
- Good telephone manner.
- Ability to troubleshoot and problem solve outside of standard guidelines.
- May require an advanced knowledge of the company's products or services.

Internal contacts

Customer service/technical support staff.

External contacts

Customers at varying levels.

Typical experience

2+ years experience in a call centre/telephone support centre environment as well as call scheduling experience/training.

Other comments

Position Description

Position title: Call Dispatch Operator
Position code: 24180
Level: 2

Responsible for

Undertaking routine and basic tasks within the company's response centre, providing the means by which requests are logged, allocated to engineers and dispatched.

Report to

Call/Response Centre Manager or Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Receiving customer calls, clarifying requirements, logging into call dispatch system.
- Maintaining a highly professional image to present company to customers.
- Checking customer contract details to establish level of service agreement and resolving any difference between expectations and contractual obligations.
- Ensuring all processes involved with the Response Centre are of a high quality, accurate, are carried out in a timely manner, according to procedures.
- May assess needs, answer queries and resolve basic problems, suggesting alternative products/services where appropriate.
- Ensuring queue length and call wait times are kept to a minimum.
- Escalating non-routine calls to more experienced operators.

Key skills

- Ability to deal with busy, high-pressure situations.
- Familiarity with the computerised dispatch program and general computer skills
- Good telephone manner.
- Ability to follow basic troubleshooting guides.
- May require knowledge of a limited number of company products or services.

Internal contacts

Customer service/technical support staff.

External contacts

Customers at varying levels.

Typical experience

Should have some telephone communications skills as well as call scheduling experience/training.

Other comments

Position Description

Position title: Senior Account Manager - Customer Service
Position code: 24115
Level: 5

Responsible for

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

Report to

Software Support Manager, Customer/National Support Manager.

Supervises

May have supervisory responsibilities.

Main activities

- Liaising between customer and product support and development staff.
- Creating a client environment that is conducive to sales efforts.
- Coordinating resources to meet client objectives.
- Being continually aware of potential areas for product, services and education sales and conducting client education courses.
- Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
- Communicating vital client information to relevant sales, pre-sales and client support personnel.
- Assisting in pre-sales business evaluations, demonstrations and tenders.
- Being continually aware of new products and releases through regular updates with the Product Manager.

Key skills

- Communication and analytical ability essential together with sales and marketing skills.

Internal contacts

Product groups, Telephone Support staff/Consulting and Research and Development departments.

External contacts

Customers at all levels. Hardware and software suppliers.

Typical experience

At least 10-15 years experience, and previous sales and support experience necessary in order to provide the required balance.

Other comments

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

Position Description

Position title: Account Manager - Customer Service
Position code: 24120
Level: 4

Responsible for

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

Report to

Software Support Manager, Customer/National Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Liaising between customer and product support and development staff.
- Creating a client environment that is conducive to sales efforts.
- Coordinating resources to meet client objectives.
- Being continually aware of potential areas for product, services and education sales and conducting client education courses.
- Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
- Communicating vital client information to relevant sales, pre-sales and client support personnel.
- Assisting in pre-sales business evaluations, demonstrations and tenders.
- Being continually aware of new products and releases through regular updates with the Product Manager.

Key skills

- Communication and analytical ability essential together with sales and marketing skills.

Internal contacts

Product groups, Telephone Support staff/Consulting and Research and Development departments.

External contacts

Customers at all levels. Hardware and software suppliers.

Typical experience

At least 5-10 years experience, and previous sales and support experience necessary in order to provide the required balance.

Other comments

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

Position Description

Position title: Senior Customer Engineer - Mainframe
Position code: 24075
Level: 4

Responsible for

Providing customer service for mainframe computer products and/or a defined group of customers or area.

Report to

A first-level Branch Customer Support/Service Manager or a Team Leader.

Supervises

May supervise a small team of Customer Engineers - Mainframe.

Main activities

- Providing on-site service to customers' mainframe computer systems and peripherals.
- Testing and installing new mainframe systems and peripheral equipment.
- Training and guiding new Customer Engineers.
- Liaising with Hardware/Product Engineers to identify and correct systems and equipment faults.
- Investigating warranty claims and customer complaints.
- Possibly acting as a Team/Site Leader.

Key skills

- Advanced skills in computer hardware engineering and detailed product knowledge and training.
- Good skills in customer relations and service management.
- Ability to communicate complex information in simple terms.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Operations and Logistics staff.

External contacts

Customers, mainly at the operational level, Distributors, Parts Suppliers and Sub-contractors.

Typical experience

At least 7 years of Customer Service experience with extensive technical training and product servicing experience.

Other comments

The role must work closely with customers and understand their technical needs and difficulties. This role covers hardware maintenance of mainframe computer installations. Alternative Title: Senior Field (Customer) Engineer.

Position Description

Position title: Customer Engineer - Mainframe
Position code: 24080
Level: 3

Responsible for

Providing customer service for a range of mainframe computer products and services, and/or a defined group of customers or area.

Report to

A team/site leader or a Field Customer Service Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing service and overall problem-solving for mainframe computer systems and peripherals.
- Testing and installing new mainframe equipment.
- Answering emergency calls for assistance in rectifying systems malfunctions.

Key skills

- Developed skills in servicing mainframe computer equipment and a developing knowledge of key products.
- Analysis of hardware problems and fault diagnosis and rectification skills.
- Able to work under general guidance and supervision.

Internal contacts

Call Centre staff, Technical Support Engineers and Systems Software Engineers.

External contacts

Customers at the operational level.

Typical experience

At least 5 years practical experience in customer service with sound technical training and product servicing experience.

Other comments

The role must work closely with customers to resolve immediate technical problems. This role covers hardware maintenance of mainframe computer installations. Alternative Title: Field (Customer) Engineer.

Position Description

Position title: Senior Technical Support Engineer - Mainframe
Position code: 24085
Level: 4

Responsible for

Providing technical assistance and information pertinent to hardware/software maintenance procedures and/or problems.

Report to

Technical Support Manager - Head Office.

Supervises

A number of Technical Support Engineers.

Main activities

- Advising on technical aspects of company products and supporting the maintenance and rectification of hardware/software systems.
- Conducting technical evaluations on new and existing products.
- Assessing the extent and nature of training required to support various products.
- Conducting specialist training on the maintenance and troubleshooting of company products.
- Facilitating the introduction of new or upgraded products by analysing and solving problems relating to their operation or performance.

Key skills

- Technical skills at an expert level.
- A deep knowledge of particular products and an aptitude for identifying and rectifying faults of a complex and technical nature.
- Ability to communicate detailed technical information clearly and simply is a distinct advantage in training others.
- Extensive technical training and product exposure.

Internal contacts

Systems and Software Development staff, Customer Support Engineers, Sales and Marketing staff.

External contacts

Customers and distributors, mainly at the operational level.

Typical experience

A recognised specialist in an area with at least 10 years of related technical experience.

Other comments

The role normally represents the most senior Technical Support role although some companies may have a Principal Support position.

Position Description

Position title: Technical Support Engineer - Mainframe
Position code: 24090
Level: 3

Responsible for

Providing technical assistance and information pertinent to hardware/software maintenance procedures and/or problems.

Report to

Technical Support Manager - Head Office, or Branch/Regional Technical Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Advising on technical aspects of company products, and supporting the maintenance and rectification of hardware/software systems.
- Conducting technical evaluations on new and existing products.
- Conducting product training courses.
- Facilitating the introduction of new or up-graded products by analysing and solving problems relating to their operation or performance.

Key skills

- Technical skills at an advanced level.
- A sound knowledge of particular products and an aptitude for identifying and rectifying faults of a complex and technical nature.
- Solid technical training and product exposure.

Internal contacts

Systems and Software Development staff, Customer Support Engineers, Sales and Marketing staff.

External contacts

Customers and distributors, mainly at the operational level.

Typical experience

A recognised specialist with at least 6 years of related technical experience.

Other comments

The role supports field engineering and/or distributors with specialised technical knowledge and troubleshooting skills.

Position Description

Position title: Hardware Support Specialist
Position code: 24095
Level: 3

Responsible for

Providing proactive and remedial hardware support services for a range of computer system products in the high availability, mission critical support environment. Providing specialist account management to a select number of relevant assigned accounts.

Report to

District Customer Engineering Manager.

Supervises

No supervisory responsibilities.

Main activities

- Carrying out proactive and reactive on-site service to high availability computer systems and peripherals.
- Installing and testing new systems and network components.
- Ensuring high systems availability through bullet proof change management and hardware services account control.
- Understanding the assigned account environment from a system, network and applications perspective.
- Partnering with the account team for assigned accounts and proactively representing the hardware support organisation at account reviews.

Key skills

- Very high level of technical skills in systems and networking analysis and repair.
- Excellent communication and people relationship skills.
- Ability to achieve high levels of personal productivity and systems availability through sound planning and organisational skills.

Internal contacts

Sales and Support management, Account Team members from Sales and Support, Hardware Support Centre Specialist staff.

External contacts

MIS management.

Typical experience

At least 5 years of experience in the industry with an extremely comprehensive level of training in both the technical and soft skills areas.

Other comments

Expectations of results in the area of system uptime, account management and customer satisfaction are very high. Activities are seldom coordinated through the Support Centre and the position requires a high level of initiative.

Position Description

Position title: Principal Support Engineer - Client User Server
Position code: 24045
Level: 5

Responsible for

Providing service/support to customers in either a field or on-site capacity. Overseeing technical account management, pre-sales support and providing value-added services for the maintenance and improvement of customers' IT systems.

Report to

Customer Services/Support Manager.

Supervises

May act as a Team Leader or supervise a larger project team.

Main activities

- Providing expert-level consultancy on one or more strategic product or solution areas.
- Providing technical account management of larger accounts.
- Taking responsibility for presales consultancy.

Key skills

- Exceptional level of technical knowledge in one or more product/solution/service areas. Will function as an expert resource on a national basis.
- At this level, relevant technical qualifications include Novell CAN/CNE, MCP Win 95/98/NT, MCSE, Compaq ASE, IBM PSE, CCIE, Comptia A+ and training in proprietary/third party products.
- Understanding of planning and testing methodologies.
- Ability to apply technology to business opportunities.

Internal contacts

Customer support staff and management.

External contacts

Customers and prospects at the highest levels.

Typical experience

At least 12 years in a computer service/support environment or professional services environment.
Degree or equivalent qualification in a relevant discipline and/or appropriate technical qualifications.

Other comments

Alternative Titles: Principal Engineering Consultant; Principal Technical Consultant.

Position Description

Position title: Senior Support Engineer - Client User Server
Position code: 24050
Level: 4

Responsible for

Providing service/support to customers in either a field or on-site capacity. Overseeing technical account management, pre-sales support and providing value-added services for the maintenance and improvement of customers' IT systems.

Report to

Customer Services/Support Manager.

Supervises

May act as a Team Leader or supervise a project team.

Main activities

- Providing expert value-added consultancy services in areas of hardware and/or software systems support/management, design and implementation of complex network systems, project management and implementation of complex solutions.
- Providing technical account management of larger accounts.
- Taking responsibility for presales consultancy.

Key skills

- Ability to work with customers and others to define or refine technical aspects of complex solutions.
- Understanding of planning and testing methodologies.
- Ability to apply technology to business opportunities.
- Ability to manage technical risk.
- At this level, relevant technical qualifications include Novell CAN/CNE, MCP Win 95/98/NT, MCSE, Compaq ASE, IBM PSE, CCIE and training in proprietary/third party products.

Internal contacts

Customer Service/Support team members, Call Centre staff, Sales, Marketing and Professional Services staff.

External contacts

Significant contact with customer and third party staff at senior levels.

Typical experience

At least 12 years of experience in a Computer Service/Support environment or a Professional Services environment. Degree or equivalent qualification in a relevant discipline and/or appropriate technical qualifications.

Other comments

Position Description

Position title: Advanced Support Engineer - Client User Server
Position code: 24055
Level: 3

Responsible for

Providing service/support to customers in either a field or on-site capacity. Overseeing technical account management, pre-sales support and providing value-added services for the maintenance and improvement of customers' IT systems.

Report to

Customer Services/Support Manager or a Professional Services Manager.

Supervises

Generally none, but may act as a Team Leader or supervise a project team.

Main activities

- Providing value-added consultancy services in areas of hardware and/or software systems support/management, designing and implementing small network systems, basic project management and implementing specific solutions.
- Technical account management of larger accounts.
- Taking responsibility for presales support.

Key skills

- Ability to work with customers and others to define or refine technical requirements.
- Understanding of planning and testing methodologies.
- Ability to apply technology to business opportunities.
- At this level, relevant technical qualifications include Novell CAN/CNE, MCP Win 95/98/NT, MCSE, Compaq ASE, IBM PSE and training in proprietary/third party products.

Internal contacts

Customer Service/Support team members, Call Centre staff, Sales, Marketing and Professional Services staff.

External contacts

Significant contact with customers and third party staff.

Typical experience

At least 8-12 years of experience in a Computer Service/Support environment or a Professional Services environment. Degree or equivalent qualification in a relevant discipline and/or appropriate technical qualifications.

Other comments

Position Description

Position title: Support Engineer - Client User Server
Position code: 24060
Level: 3

Responsible for

Providing general service/support to customers in either a field or on-site capacity. Installing, repairing and maintaining customers' computer systems environments including hardware, system software and peripherals.

Report to

A Service/Support Team Leader or Supervisor in a large branch or region-based organisation. May report directly to a first-level Service/Support Manager in a smaller operation.

Supervises

No supervisory responsibilities.

Main activities

- Installing and repairing hardware and/or software products at the intermediate level.
- Providing systems configuration planning and consultancy.
- Managing small to medium technical accounts.
- Based on a working knowledge of customers' systems, may provide input related to pre-sales consultancy work.
- Providing first level Helpdesk response.
- Possibly assisting junior Service/Support staff on the job.

Key skills

- Ability to diagnose and repair specialised products.
- Ability to plan and execute complex areas of installation.
- Ability to provide detailed written responses to technical requirements.
- Proficient knowledge of the operation and maintenance of computer equipment supplemented by appropriate technical qualifications.
- At this level may include advanced diploma or equivalent electronics or computing course from a TAFE college and/or industry developed programs (e.g.. Toshiba Procure, HP Printer Certificate, Compaq Certificate I and II, Novell CNA).

Internal contacts

Customer Service/Support team members, Call Centre staff, Sales, Marketing and Professional Services staff.

External contacts

Customers at Operational and Management level and third party Suppliers.

Typical experience

At least 4-8 years of experience in a Computer Service/Support environment.

Other comments

Typically jobs will be allocated and monitored via a call management system. This position may either be based on-site with a particular customer or function as a field resource with an area of operation.

Position Description

Position title: Junior Support Engineer - Client User Server
Position code: 24065
Level: 2

Responsible for

Providing general service/support to customers in either a field or on-site capacity. Installing, repairing and maintaining customers' computer systems environment including hardware, system software and peripherals.

Report to

A Service/Support Team Leader or Supervisor in a large branch or regional-based organisation. May report directly to a first-level Service/Support Manager in a smaller operation.

Supervises

No supervisory responsibilities.

Main activities

- Installing and repairing hardware and/or software products to a basic/intermediate level.
- Providing technical account management of small accounts.
- Providing first level helpdesk response.
- Possibly providing first level helpdesk response.
- Possibly assisting trainee service/support staff on the job.

Key skills

- Ability to diagnose and repair specialised products.
- Ability to plan and execute specific areas of hardware and software installation.
- Intermediate level knowledge of the operation and maintenance of computer equipment supplemented by appropriate technical qualifications.
- At this level may include advanced diploma or equivalent electronics or computing course from a TAFE college and/or industry developed programs (e.g. Toshiba Procare, HP Printer Certificate, Compaq Certificate I and II).

Internal contacts

Customer Service/Support team members, Call Centre staff.

External contacts

Customers at operational and management level and third party suppliers. This position may either be based on-site with a particular customer or function as a field resources with an area of operation.

Typical experience

At least 1 to 3 years experience in a computer service/support environment.

Other comments

Position Description

Position title: Trainee Support Engineer - Client User Server
Position code: 24070
Level: 1

Responsible for

Providing basic service/support to customers in either a field or on-site capacity. Installing, repairing and maintaining customers' computer systems environment including hardware, system software and peripherals.

Report to

A Service/Support Team Leader or Supervisor in a large branch or regional-based organisation. May report directly to a first-level Service/Support Manager in a smaller operation.

Supervises

No supervisory responsibilities.

Main activities

- Installing and repairing hardware and/or software products at a basic level.
- Possibly providing first level helpdesk response.

Key skills

- Simple diagnosis and repair of hardware and/or software faults.
- Basic customer relations skills.
- Basic knowledge of the operation and maintenance of desktop computer equipment supplemented by appropriate technical qualifications.
- At this level this may include a foundation course in electronics or computing from a TAFE College and/or completion of industry developed programs (e.g. Toshiba Procure, Compaq Certificates I and II).

Internal contacts

Customer Service/Support team members, Call Centre staff.

External contacts

Customers at an operational level and third party suppliers. This position may either be based on-site with a particular customer or function as a field resource with an area of operation.

Typical experience

This is the entry level position for provision of service/support. Minimal experience is required.

Other comments

Typically, jobs will be allocated and monitored via a call management system.

Position Description

Position title: Senior Repair Centre Engineer
Position code: 24100
Level: 3

Responsible for

Coordinating Repair Centre activities to ensure the timely and satisfactory service and repair of computer equipment.

Report to

Branch Field Engineering Manager, or Repair Centre Manager.

Supervises

Repair Centre Engineers.

Main activities

- Organising the scheduling of repairs and the testing and return/storage of equipment.
- Controlling parts inventories.
- Monitoring job costing and repair centre performance.
- Training and guiding new Repair Centre Engineers.
- Performing modification, repair and testing of printed circuit boards, power supplies etc.

Key skills

- Advanced technical skills in computer engineering and detailed product knowledge and training are of most importance.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers and Sub-contractors.

Typical experience

At least 4 - 7 years of experience in computer servicing/repair with extensive technical training and product repair experience.

Other comments

The role combines formal technical training and experience with organisational skills and a service emphasis.

Position Description

Position title: Repair Centre Engineer
Position code: 24105
Level: 2

Responsible for

Performing Repair Centre activities to ensure the timely and satisfactory service and repair of computer equipment.

Report to

A Senior Repair Centre Engineer, or Repair Centre Manager.

Supervises

No supervisory responsibilities.

Main activities

- Carrying out repairs and testing of computer equipment and peripherals.
- Maintaining job costing and Repair Centre records.
- Completing reports on serious warranty claims.

Key skills

- Developed skills in computer engineering and detailed product knowledge and training are of most importance.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, distributors, parts suppliers and sub-contractors.

Typical experience

At least 3-5 years experience in computer servicing/repair with sound technical training and practical product repair experience.

Other comments

The emphasis of the role is on the repair and testing of circuit boards, power supplies, etc.

Position Description

Position title: Senior Integration Centre/ Configuration Specialist
Position code: 24110
Level: 3

Responsible for

Integrating/assembling all customer desktop and server systems ensuring customer expectations are met. Adhering to quality procedures and work instructions. Promoting a professional image at all times.

Report to

Integration Centre Manager/Team Leader.

Supervises

Generally none, may fulfil a Team Leader role for more junior staff.

Main activities

- Configuring desktop, laptop and server products to customer specification using a variety of installation techniques and tools.
- Installing network cards, other hardware and operating systems/applications software.
- Creating network boot disks.
- Ensuring compliance with the requirements of quality management systems.
- Patching of desktop, laptop and servers into the network hub equipment.
- Assisting other staff on any aspects of work practices with which they are unfamiliar.

Key skills

- Knowledge of testing equipment and use of diagnostic tools and applications.
- Enthusiastic attitude to customer service.
- Ability to work alone and as part of a team.
- Will be developing technical knowledge to the point of being able to administer a department server.

Internal contacts

Other Integration Centre staff, Sales staff, Customer Support/Service staff, Logistics staff.

External contacts

Customers, Vendors.

Typical experience

Around 4-5 years of experience, including progress towards or completion of relevant qualifications such as Novell CNA, MCP Win95 or NT Workstation, Novell CNE.

Other comments

This is not a production-line/manufacturing role. The focus is on Configuring post-production PCs to customer requirements.

Position Description

Position title: Area/Field Service Supervisor - Business Equipment
Position code: 24195
Level: 4

Responsible for

Coordinating the Service and Spare Parts Operations in a region/district.

Report to

Regional Service Manager.

Supervises

First level of supervision of Engineers.

Main activities

- Coordinating the organisation's Service and Spares Operations.
- Liaising with Specialist Technicians to correct faults and ensuring that all maintenance and fault correction activities are being addressed by efficiently and effectively.
- Administering parts and services budgets - reporting regularly as to any variances, issues etc.
- Controlling parts inventories.
- Training Service Staff and/or Agents staff in both the technical and customer service skills required to relate to customers in a professional manner.
- Administering the organisation's warranty scheme and dealing with customer complaints.

Key skills

- Comprehensive Electronics and Electrical knowledge.
- Communications and mechanical skills.

Internal contacts

Sales staff; Sales Engineers; Technical and Research staff; Spare Parts and Workshop Managers.

External contacts

Distributors and Customers.

Typical experience

A technical degree or trade qualification, depending on the nature of the product services.

Other comments

Position Description

Position title: Senior Customer Service Engineer - Business Equipment
Position code: 24200
Level: 3

Responsible for

Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer oriented manner.

Report to

Regional Service Manager/Service Supervisor; Customer Support Manager; Regional Manager.

Supervises

May have some supervisory responsibilities.

Main activities

- Performing technical service involving frequent use of independent judgement- and the exercise of more advanced technical/hardware skills.
- Servicing customer equipment to the customers' ongoing satisfaction and setting minimum performance standards.
- Projecting a Customer Service image through competent service procedures, professional personal presentation and communication with all customers.
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Communicating with Sales and Service management about customer complaints and sales opportunities.
- May assist in training of lower grade Technicians.

Key skills

- Current Drivers licence and Electrical licence.
- Product knowledge and diagnostic capabilities.
- Good communication and interpersonal skills.
- Sound knowledge of basic electronics and electrical theory, principles of microprocessor controlled equipment and multi-meter instruments.
- Mechanical and optical knowledge.

Internal contacts

Customer Service Representatives.

External contacts

Customers.

Typical experience

Usually with 5 years or greater experience. May have higher level of expertise and some mentoring/coaching responsibilities. Copier and/or micro experience; mechanical processes; graphic experience.

Other comments

Position Description

Position title: Customer Service Engineer - Business Equipment
Position code: 24205
Level: 2

Responsible for

Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer oriented manner.

Report to

Regional Service Manager/Service Supervisor; Customer Support Manager; Senior Customer Service Engineer; Regional Manager.

Supervises

No supervisory responsibilities.

Main activities

- Servicing customer equipment to the customers' ongoing satisfaction and setting minimum performance standards.
- Projecting a Customer Service image through competent service procedures, professional personal presentation, and communication with all customers.
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Communicating with Sales and Service management about customer complaints and sales opportunities.

Key skills

- Current Drivers licence and Electrical Licence.
- Product knowledge and diagnostic capabilities.
- Good communication and interpersonal skills.
- Knowledge of basic electronics and electrical theory, principles of microprocessor controlled equipment and multi-meter instruments.
- Mechanical and optical knowledge.

Internal contacts

Customer Service Representatives.

External contacts

Customers.

Typical experience

At least 2-5 years experience. Copier and/or micro experience and graphic experience.

Other comments

Position Description

Position title: IP Network Technical Specialist
Position code: 24185
Level: 4

Responsible for

Maintaining the network, rectifying all faults to internet and intranet services reported by customers and managing the implementation of new services/products relating to IP management, e-mail, routers and DNS.

Report to

Technical Support Manager.

Supervises

No formal supervisory responsibilities, although this role may mentor IP Network Support Engineers.

Main activities

- Acting as the final escalation point or 'Technical Guru' within the IP Network Support area and referring any unsolved problems/faults to relevant parties outside of the IP Network Support Team.
- Configuring and testing the Internet, Intranet and e-mail systems, ensuring that all services are available, tuned, accessible and running on a supported version of the operating system.
- Providing specialist technical advice and support for real time analysis, control and operation to the Network Operators and Application Specialists working within IP network services.
- Outlining the capacity and functional design of Internet, Intranet and e-mail services and ensuring all systems are configured in a coordinated manner.
- Managing major network outages and ensuring all major outages are escalated through to the agreed channels.
- Determining all platform architecture, including all specifications for vendors regarding software and hardware amendments, upgrades etc.
- Assuming responsibility for the implementation of new and developing technologies and training other employees in their use.
- Developing operating procedures for new applications to hand over to Operations staff.
- Serving as the primary interface with other technical groups for platform planning.
- Providing Technical Support outside of normal business hours where applicable.

Key skills

- Ability to analyse and solve complex problems.
- Strong customer focus coupled with excellent communication, time management and organisational skills.
- Ability to work effectively in crisis situations and exercise independent judgment.
- Demonstrated UNIX and NT Administration skills.
- Specialist knowledge of Intranet/Internet applications, including Internet/Intranet applications such as Web, DNS, Proxy, and Mail, Mail Servers, News, Web, Proxy, Boot, DHCP, Cable/Modem Technologies, Modem Bank Technologies, Routing, Oracle Databases, Security Firewalls, HP Open View, Sun Micro Systems, BGP4, RIP, Data communications such as TCP/IP, protocols such as IP/IPX, server farms, Access Control Lists (ACL)

Internal contacts

Operations staff, Network Operators, Applications Specialists, Engineers.

External contacts

Vendors.

Typical experience

At least 5 years of experience coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: IP Network Engineer
Position code: 24190
Level: 3

Responsible for

Maintaining the network, rectifying all faults to internet and intranet services reported by customers and assisting with the implementation of new services/products relating to IP management, e-mail, routers and DNS.

Report to

Technical Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Answering Helpdesk calls, analysing and rectifying customer faults that have been reported and escalating unsolved faults to more senior IP Network Engineers.
- Ensuring that database records and activation details for customer IP are documented and maintained correctly.
- Assisting in managing planned outages and network hazards.
- Providing statistics where possible on service availability.
- Maintaining fault restoration times and analysing fault reports.
- Participating in the configuration and testing of the Internet, Intranet and e-mail systems to ensure that all services are available, tunes, accessible and running on a supported version of the operating system.
- Assisting with the implementation of new and developing technologies and training other employees in their use.
- Participating in the development of operating procedures for new applications to hand over to Operations staff.
- Providing Technical Support outside of normal business hours where required.

Key skills

- Analytical and problem solving skills.
- Strong customer focus coupled with excellent communication, time management and organisational skills.
- Ability to work under pressure.
- A developing understanding of UNIX and NT Administration.
- Growing knowledge of Intranet/Internet applications, including Internet/Intranet applications such as Web, DNS, Proxy, and Mail, Mail Servers, News, Web, Proxy, Boot, DHCP, Cable/Modem Technologies, Modem Bank Technologies, Routing, Oracle Databases, Security Firewalls, HP Open View, Sun Micro Systems, BGP4, RIP, Data communications such as TCP/IP, protocols such as IP/IPX, server farms, Access Control Lists (ACL)

Internal contacts

Operations staff, Network Operations, Applications Specialists, Engineers.

External contacts

Vendors, Internet Providers.

Typical experience

3 years of experience, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Billing Manager
Position code: 25003
Level: 5

Responsible for

Managing all aspects of end-to-end Billing operations, including Billing development and strategy.

Report to

Financial Director or senior finance.

Supervises

Team of Billing Group staff.

Main activities

- Monitoring developments to ensure that the company is well placed to meet the upcoming demands of Inter-network roaming, future network product offerings, and industry and regulatory requirements.
- Developing consistent standards and procedures, and creating ongoing reconciliations and quality control checking throughout the group of companies.
- Regularly monitoring billing accuracy, testing changes to the network and new products, and implementing new tariffs in both the Network and Retail Billing systems.
- Participating in all major System projects, including system evaluation and selection, steering group participation, system implementation and ongoing management.
- Managing compliance projects to meet industry standards in the Telecommunications and Billing areas.
- Representing the group in industry forums both locally and at an international level.
- Managing the Billing Support program for independent Service Providers.
- Providing ongoing training of Billing Support staff.

Key skills

- Detailed understanding of GSM and Industry standards and principles for billing.
- Ability to manage the conflicting demands of the business.
- Project management skills for use in a large Systems environment.
- Outstanding team leadership skills, ability to recruit, train and manage all Billing Operations Support staff.

Internal contacts

Executive Management, IT, Finance, Marketing, Legal & Regulatory, Interconnect, Engineering, Product Development and Customer Service Departments.

External contacts

International and Domestic Networks, Systems and other Suppliers.

Typical experience

At least 10 years of experience in a Telecommunications or similar Billing Production environment. Experience managing key Business Suppliers and experience with long term strategic planning and development.

Other comments

Position Description

Position title: Billing Analyst
Position code: 25005
Level: 3

Responsible for

Identifying, recording, testing and implementing improvements to the billing system to support the business and its future requirements.

Report to

Manager, Billing Products.

Supervises

No supervisory responsibilities.

Main activities

- Managing assigned billing related projects and development within the retail billing area.
- Ensuring deadlines are met and projects progressed according to the project plan.
- Managing problems and investigating and resolving issues relating to projects.
- Specifying and documenting billing system requirements.
- Identifying areas for automation of processes and developing specifications.
- Conducting user acceptance testing of software modifications.
- Training users in the new systems.
- Developing user documentation.

Key skills

- Strong project management background with well developed communication skills, written and oral.
- Strong analytical, mathematical, organisational and planning skills.
- Good knowledge of back office administration.
- In-depth system knowledge.

Internal contacts

Software Development staff, Technical Support staff, Users of the system, Sales and Marketing Managers, Retail Billing Administration Manager.

External contacts

Typical experience

Typically educated to a degree level with experience in a Telecommunications billing role or other high volume service oriented industry.

At least 1-2 years of experience in Project Management.

Other comments

Position Description

Position title: Billing Team Leader
Position code: 25010
Level: 4

Responsible for

Achieving and maintaining customer satisfaction by supervising and controlling the activities of a small group of Administrators engaged in order processing and bill production for customers.

Report to

Finance and Administration Manager, Administration Manager.

Supervises

Billing Officers.

Main activities

- Maintaining the billing data for customer accounts, addresses and inventory through the order processing module.
- Monitoring the performance of Suppliers to the billing process and the timely and accurate production of bills on a monthly basis, ensuring timely resolution of disputes on customer accounts if necessary.
- Liaising with other functional groups around the world regarding global customers.
- Supervising and controlling the activities of Billing Administrators, ensuring all staff are adequately trained to perform their responsibilities successfully.
- Liaising with Regional Finance, ensuring that payments are accurate.
- Handling second level disputes and queries.
- Undertaking customer visits at the request of the Account Manager.
- Conducting monthly operational review and quarterly reviews of proceeds and services level agreements both internally and with Suppliers.
- Preparing monthly ad hoc reports as required.
- Providing billing training and support to the Customer Services Centre.

Key skills

- Good interpersonal and presentation skills.
- Problem solving and decision making abilities.

Internal contacts

All Business functions, Sales, Marketing, Business Development, Finance and Administration.

External contacts

Customers.

Typical experience

2-5 years of experience in billing, with some supervisory experience.

Other comments

Position Description

Position title: Senior Billing Officer
Position code: 25014
Level: 3

Responsible for

Undertaking order processing and bill production for customers.

Report to

Billing Manager or Billing Team Leader

Supervises

No supervisory responsibilities, however may mentor junior Billing Officers.

Main activities

- Maintaining billing data for customer accounts, addresses and inventory through the order processing module.
- Producing bills in a timely and accurate manner.
- Escalating difficult customers, disputes and queries to the Billing Team Leader.
- Preparing ad hoc reports as requested.
- Can look after corporate accounts

Key skills

- Good interpersonal and communication skills.
- Problem solving and decision making abilities.

Internal contacts

All Business functions, Sales, Marketing, Business Development, Finance and Administration.

External contacts

Customers, Suppliers, Other Functional Groups

Typical experience

At least 3-6 years of experience in Billings and Receivables preferably within a Telecommunications environment.

Other comments

Position Description

Position title: Billing Officer
Position code: 25015
Level: 2

Responsible for

Undertaking order processing and bill production for customers.

Report to

Billing Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Maintaining billing data for customer accounts, addresses and inventory through the order processing module.
- Producing bills in a timely and accurate manner.
- Escalating difficult customers, disputes and queries to the Billing Supervisor.
- Preparing ad hoc reports as requested.

Key skills

- Good interpersonal and communication skills.
- Problem solving and decision making abilities.

Internal contacts

All Business functions, Sales, Marketing, Business Development, Finance and Administration.

External contacts

Customers, Suppliers, Other Functional Groups

Typical experience

At least 2-5 years of experience in Billings and Receivables preferably within a Telecommunications environment.

Other comments

Position Description

Position title: Commercial Specialist/Business Assurance Analyst
Position code: 25020
Level: 4

Responsible for

Ensuring the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness of business assurance processes and managing contract negotiations to assist meet company's objectives.

Report to

Business Assurance Manager.

Supervises

No supervisory responsibilities.

Main activities

- Balancing the necessity to make sales with the need to write high quality business.
- Convincing customers and the market place that the company is professional in negotiating contracts.
- Promoting and utilising standard and non-standard contracts to ensure legal and commercial integrity of contracts.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.
- Carrying out projects and other assignments as agreed with Business Assurance Manager.

Key skills

- Ability to gain and maintain the respect of the Sales and Marketing team.
- Management confidence in decisions and assessments.

Internal contacts

Sales and Marketing department, staff in other business units.

External contacts

Other parties involved in contract negotiation - lawyers, etc.

Typical experience

A relevant degree with at least 5 to 7 years experience.

Other comments

Alternative Title: Administration Manager/Business Affairs.

Position Description

Position title: Senior Contracts Administration Manager
Position code: 25025
Level: 5

Responsible for

Ensuring the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.
Managing contract negotiations to assist in meeting company's objectives.

Report to

Chief Executive Officer, General Manager, Solicitor/Legal Affairs Manager.

Supervises

Contracts Administration Team Leaders, Contracts Administrators.

Main activities

- Managing all tasks undertaken within the department, balancing the necessity to make sales with the need to write high quality business.
- Negotiating unique contracts/licensing arrangements.
- Convincing customers and the marketplace that the company is professional in negotiating contracts within pricing policy guidelines.
- Promoting and utilising standard and non-standard contracts to ensure legal and/or commercial integrity of contracts and licensing agreements.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.

Key skills

- Ability to gain and maintain the respect of the Sales and Marketing staff.
- Management confidence in decisions and assessments.

Internal contacts

Legal department within parent company, Sales and Marketing staff, Technical Specialists, Tenders/Pricing Committees, staff in other business units.

External contacts

Other parties involved in contract negotiation - lawyers etc.

Typical experience

A degree or equivalent with at least 10+ years of experience.

Other comments

Position Description

Position title: Contracts Administration Manager
Position code: 25030
Level: 4

Responsible for

Ensuring the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.
Managing contract negotiations to assist in meeting company's objectives.

Report to

Chief Executive Officer, General Manager, Solicitor/Legal Affairs Manager.

Supervises

Contract Administrators.

Main activities

- Managing all tasks undertaken within the department, balancing the necessity to make sales with the need to write high quality business.
- Negotiating unique contracts/licensing arrangements.
- Convincing customers and the marketplace that the company is professional in negotiating contracts within pricing policy guidelines.
- Promoting and utilising standard and non-standard contracts to ensure legal and/or commercial integrity of contracts and licensing agreements.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.

Key skills

- Ability to gain and maintain the respect of the Sales and Marketing staff.
- Management confidence in decisions and assessments.

Internal contacts

Legal department within parent company, Sales and Marketing staff, Technical Specialists, Tenders/Pricing Committees, staff in other business units.

External contacts

Other parties involved in contract negotiation - lawyers etc.

Typical experience

A degree or equivalent with at least 7+ years of experience.

Other comments

Position Description

Position title: Contracts Administrator
Position code: 25035
Level: 2

Responsible for

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

Report to

Department/Operations Manager, Administration Manager.

Supervises

May supervise clerical staff.

Main activities

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Acting as a member of the negotiating team on company contract proposals on amendments and supplementary agreements thereto.
- Liaising on behalf of the organisation in matters relating to assigned contracts, maintaining liaison between company and customer through preparation and coordination of applicable correspondence.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Billing and generating invoices against contract and monitoring for expiry.
- Liaising with customers with regards to relevant inquiries.
- Assisting with the development of terms and conditions for contract proposals in accordance with performance risk analysis and protection of company interest.

Key skills

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

Internal contacts

Project staff, Finance and Accounting staff, Sales staff, Warehouse staff.

External contacts

Clients, sub-contractors, customers.

Typical experience

At least 3 years experience in contract administration possibly within a hi tech environment.

Other comments

Key areas of authority associated with administering contract, invoicing per contract and allocating/dispatching equipment per contract.

Position Description

Position title: Graduate - Non-Technical Degree
Position code: 20005
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a Non-Technical Job Family (e.g. Sales, Marketing, Finance and Administration, Human Resources, Customer Service).

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving basic problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

Key skills

- Research skills acquired at university.
- Developing communication, organisational, analytical and problem solving skills.

Internal contacts

staff at all levels.

External contacts

No external contacts.

Typical experience

3 or 4 year Non-Technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) degree.

Other comments

Position Description

Position title: Graduate - Technical Degree
Position code: 20015
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a Technical Job Family (e.g. IT, Research and Development, Engineering, Customer Support, Technical Support).

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic technical reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving basic technical problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

Key skills

- Research skills acquired at university.
- Developing communication, organisational, analytical and problem solving skills.
- Developing technical ability.

Internal contacts

staff at all levels.

External contacts

No external contacts.

Typical experience

3 or 4 year Technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) degree.

Other comments

Position Description

Position title: IT Operations Manager
Position code: 33005
Level: 6

Responsible for

Managing all day-to-day operational aspects to ensure the availability and quality of the organisation's IT infrastructure including local area and wide area networks (Voice/Data), operating platforms and all associated servers and hardware.

Report to

Senior Manager - IT Services/Infrastructure, IT Manager - Region/Division in larger sites. Potentially directly to Chief Information Officer in smaller sites.

Supervises

Network Engineering Manager, Systems Programming Manager, Data Centre Manager, Systems Administration, Effectively those employees involved in operational aspects of infrastructure maintenance.

Main activities

- Ensuring the effective and efficient operation and maintenance of the organisation's servers, network and security IT infrastructure.
- Maintaining acceptable technical environments and operational standards for all server equipment and production systems throughout the organisation.
- Engaging in all aspects of people management within the infrastructure team, including recruitment and performance reviews.
- Monitoring the operations of IT Infrastructure employees who may be supporting infrastructure and applications in remote locations.
- Ensuring the physical and logical security of all server based data and servers within the organisation.
- Assisting in the development of performance measures, operational reports and full reporting on areas of responsibility.
- Managing the deployment of Desktop standard operating environment and products using distribution software.
- Undertaking capacity planning reporting for all aspects of server and network software and hardware and provide regular reports and recommendations.
- Keeping aware of potential areas for improvement, enhancement and upgrade by maintaining a good working knowledge of advancements in the IT industry and making recommendations.

Key skills

- A sound technical background with a high level of skills in Server and Desktop products.
- Demonstrated IT operations experience in an environment with multiple server locations and Wide Area Network.
- A sound understanding of business requirements.
- A good knowledge of all aspects of networking and web-based technologies.
- Proven experience in systems administration.
- A good understanding of database technology.
- Excellent oral and written communication skills.
- Personable, conscientious, ability to cope with pressure and to prioritise work.
- Strong customer service focus.
- Experienced in managing IT staff in a corporate, team environment.

Internal contacts

IT Support, Project Managers, Project Management Office, IT Account/Relationship Managers, IT Manager (Division/Region)

External contacts

Suppliers/Vendors

Typical experience

At least 8-12 years experience in operational aspects of commercial IT infrastructure, with 2-4 years in a management

capacity. May hold tertiary qualifications in Computer Science/Engineering or a related discipline.

Other comments

This position is predominantly focused on day-to-day/operational issues.

Position Description

Position title: Principal Hardware Design Engineer
Position code: 28045
Level: 5

Responsible for

Developing, planning and implementing effective analysis, design, programming and testing skills for the production of hardware equipment.

Report to

Chief Design Engineer.

Supervises

Hardware Engineering teams.

Main activities

- Supervising the activities of a team of assigned hardware engineers in order to provide effective analysis, design, programming and testing skills in the production of hardware systems.
- Performing administration tasks to support the internal quality and control requirements as defined by company policy. Possibly acting as a Cost Account Manager in the cost/schedule control system for certain work packages.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project and software requirements as part of specific assigned work packages in accordance with designated company standards.
- Developing hardware designs according to specific work packages and project needs in accordance with designated company standards.
- Performing technical tasks, including unit test functions to support the internal quality and control arrangements as defined.
- Undertaking assigned integration planning and software-build definition tasks.
- Documenting design code in accordance with required standards.

Key skills

- Good written and oral communication skills.
- Quick to identify and rectify problems.
- Good process management skills.
- Ability to work within a team.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor, customer sub-contractors and technical consultants.

Typical experience

At least 6-8 years of experience in hardware development, preferably with exposure to hardware design. Tertiary qualifications in mechanical or electrical engineering (computing science major).

Other comments

Position Description

Position title: Senior Hardware Design Engineer
Position code: 28050
Level: 4

Responsible for

Designing the more complex parts of overall development projects.

Report to

Project Manager.

Supervises

May supervise members of the project team.

Main activities

- Designing the more complex hardware equipment required to operate systems developed by Systems Development Engineers.
- Assisting in the construction of equipment and monitoring its development according to design.
- Assisting construction staff in order to ensure the timely completion of equipment.

Key skills

- Developed skills and technical training in electronics/engineering.

Internal contacts

Engineering, Quality Control Specialists, Program Management and Contracts staff.

External contacts

Customers, primarily government and subcontractors.

Typical experience

A minimum of six years experience in design of electronics systems equipment.
Tertiary qualifications in engineering (mechanical/electrical) or science qualification.

Other comments

Position Description

Position title: Hardware Design Engineer
Position code: 28055
Level: 3

Responsible for

Designing assigned parts of overall development projects.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Designing hardware equipment required to operate systems developed by Systems Development Engineers.
- Assisting in the construction of equipment and monitoring ongoing development according to design.
- Assisting construction staff to ensure timely completion of equipment.

Key skills

- Developed skills and technical training in electronics/engineering.

Internal contacts

Engineering, Quality Control Specialists, Program Management and Contracts staff.

External contacts

Customers, primarily government and subcontractors.

Typical experience

A minimum of three years experience in design of electronics systems equipment.
Tertiary qualifications in engineering (mechanical/electrical) or science qualification.

Other comments

May have subcontractor/manufacturing department interface.

Position Description

Position title: Junior Hardware Design Engineer
Position code: 28060
Level: 2

Responsible for

Carrying out detailed design tasks under supervision.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing support in the design of hardware equipment required to operate systems developed by systems development engineers.
- Assisting in the construction of equipment and monitoring ongoing development according to design.
- Assisting construction staff to ensure timely completion of equipment.

Key skills

- Developed skills and technical training in electronics/engineering.

Internal contacts

Engineering, Quality Control Specialists, Program Management and Contracts staff.

External contacts

Customers, primarily government and subcontractors.

Typical experience

Minimum three years experience in design of electronics systems equipment.

Other comments

This is an entry level position in hardware design.

Position Description

Position title: Graduate Hardware Engineer
Position code: 20021
Level: 1

Responsible for

Assisting in developing and testing hardware modules. These modules are pre-defined by a supervisor and controlled via work authorities.

Report to

Project/Technical Manager, Team Leader.

Supervises

No supervisory responsibilities

Main activities

- ssisting in the development, debugging and modification of existing Hardware modules-Producing manufacturing documentation packages or modifying existing manufacturing documentation packages-Preparing and presenting basic technical reports

Key skills

- ble to demonstrate knowledge and ability in technical area-Good communication skills-Able to analyse and solve problems creatively-An inquiring mind. Good knowledge of theory in relation to task to be performed-Ability to work to tight deadlines and with limited supervision in a team environment

Internal contacts

Project Management Team and Hardware Engineers.

External contacts

Customers, Suppliers, Government Departments.

Typical experience

Degree in Engineering (Mechanical) or equivalent

Other comments

Position Description

Position title: Principal IT Architect
Position code: 31020
Level: 6

Responsible for

Developing and maintaining the high level design plan for the overall IT environment, gaining organisational commitment and initiating/participating in projects which evaluate technologies and methods.

Report to

Chief Information Officer.

Supervises

Typically no formal supervisory responsibilities. May mentor Systems Analysts/Architects.

Main activities

- Reviewing new and existing Information Services projects for compliance to IT architecture by developing, documenting, and communicating strategies and standards (i.e. standard builds, product types) in order to achieve a state of IT readiness.
- Providing technical consulting in multiplatform IT environments.
- Performing analytical assignments as required by Project Management, particularly in areas of difficulty or critical need.
- Identifying and investigating opportunities to use emerging technologies in providing cost effective and flexible solutions.
- Maintaining current knowledge of the organisation's business plans, existing infrastructure and emerging technologies.
- Developing, maintaining and communicating high level plans for investing in IT environment/infrastructure, including identification and management of cost reduction opportunities.
- Assisting in staff supervision and training.
- Working with users and other Architects, particularly on larger projects, to define the requirements of an application and specifying an optimum design for subsequent development.

Key skills

- Strategic planning, research and development, and project management skills.
- Previous experience in identifying and researching new and emerging technologies.
- Advanced skills and considerable experience in one or more of the major programming languages, and in the evaluation of hardware and software options.
- Project planning and specification skills, together with problem solving and analysis. The latter is usually based on specific industry knowledge.

Internal contacts

User Groups at a Senior level.

External contacts

Suppliers of Hardware and Software.

Typical experience

Typically has tertiary qualifications in Information Technology or a related discipline. Typically has a minimum of 10-15 years of experience in the Information Services industry with at least 7 years in Systems Development and Design.

Other comments

Has been a member of a project delivery team that has successfully delivered a major business solution into production.

Position Description

Position title: Senior Infrastructure Architect
Position code: 33010
Level: 5

Responsible for

Designing, developing and documenting complex operational Network Architectures (LAN & WAN) that meet the evolving IT requirements of the organisation.

Report to

General Manager - Architectural Services, General Manager - IT Services/Infrastructure.

Supervises

May lead LAN/WAN Engineers seconded to Network design projects.

Main activities

- Defining and documenting Network Architecture within guidelines set by the organisation's chief IT Architects/'gurus'.
- Developing comprehensive technical reports outlining proposed methodologies to achieve desired outcomes.
- Providing technical planning advice to IT management in relation to their needs, current system performance and required solutions.
- Maintaining an excellent knowledge of industry/vendor products and solutions within the Networking/Infrastructure sphere.
- Evaluating the potential of new products to enhance or supersede existing Network Architecture.
- Providing ongoing support and guidance associated with the organisation's existing Networking Architecture.
- Reviewing technical infrastructure or system designs to ensure consistency with set standards and policies.

Key skills

- Advanced understanding of Networking.
- Advanced understanding and experience designing Networks.
- Strong technical documentation skills.
- Strong analytical and conceptual thought abilities.
- Strong communication skills.
- Ability to design complex, technical Networking solutions.

Internal contacts

LAN Engineers, WAN Engineers, Business Analysts.

External contacts

IT Vendors.

Typical experience

10+ years of experience in IT, concentrating on Infrastructure/Networking coupled with tertiary level qualifications in Computer Science, Technology or a related discipline. Holds an MCSE or equivalent technical qualification.

Other comments

Position Description

Position title: Infrastructure Architect
Position code: 33015
Level: 4

Responsible for

Designing, developing and documenting complex operational network architectures (LAN and WAN) that meet the evolving IT requirements of the organisation.

Report to

Senior Manager - Architectural Services, Senior Manager - IT Services/Infrastructure.

Supervises

May lead LAN/WAN Engineers seconded to network design projects.

Main activities

- Defining and documenting network architecture within guidelines set by the organisation's chief IT architects/'gurus'.
- Developing comprehensive technical reports outlining proposed methodologies to achieve desired outcomes.
- Providing technical planning advice to IT management in relation to their needs, current system performance and required solution.
- Maintaining an excellent knowledge of industry/vendor products and solutions within the networking/infrastructure sphere.
- Evaluating the potential of new products to enhance or supersede existing network architecture.
- Providing ongoing support and guidance associated with the organisation's existing networking architecture.
- Reviewing technical infrastructure or system designs to ensure consistency with set standards and policies.

Key skills

- Advanced understanding of networking.
- Advanced understanding and experience designing networks.
- Strong technical documentation skills.
- Strong analytical and conceptual thought abilities.
- Good communication skills.
- Ability to design complex, technical networking solutions.

Internal contacts

LAN Engineers, WAN Engineers, Business Analysts.

External contacts

IT Vendors.

Typical experience

5-8+ years of experience in IT, concentrating on Infrastructure/Networking coupled with tertiary level qualifications in Computer Science, Technology or a related discipline. Holds an MCSE or equivalent technical qualification.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Networking Architecture

Position Description

Position title: System Design Engineer
Position code: 33020
Level: 4

Responsible for

Creating Infrastructure design and development solutions to meet the IT requirements of the organisation.

Report to

Manager Infrastructure Design.

Supervises

May supervise the activities of a team.

Main activities

- Manage and take the lead responsibility in conducting proof of concept work, peer reviews, writing and delivering System Design projects, in accordance with designated standards of methodology, style and quality.
- Providing technical design lead and consultancy on projects to provide a smooth production implementation.
- Mentoring and transferring technical knowledge to junior members of other teams involved in projects.
- Ensure integrity and consistency of infrastructure design to support the internal quality and control arrangements as defined by company policy and project requirements.
- Contribute in IT strategy development by attaining a thorough understanding of the business strategy and developing Infrastructure solutions that are aligned with the business direction.
- Identify and assess the opportunities that exist to leverage emerging technologies in order to enhance the capability to achieve business objectives.

Key skills

- Specialised skills as subject matter expert in addition to broad skills and understanding of multiple infrastructure platforms.
- Consistent high level ability in applying infrastructure concepts, technologies and frameworks.
- Good written and oral communications. Problem identification and process management skills.
- The ability to perform work in a team environment in accordance with established standards.

Internal contacts

Project/Portfolio Managers, other Infrastructure Specialists and IT Management.

External contacts

Vendors, Suppliers and technical consultants.

Typical experience

5+ years experience in infrastructure development. Tertiary qualifications in computer science or IT. May hold a post-graduate qualification.

Other comments

Position Description

Position title: Integration Architect
Position code: 33017
Level: 4

Responsible for

Developing and maintaining the framework used to co-ordinate the management, research, monitoring, promotion and improvement of computer technology within the organisation.

Report to

Manager, Architecture

Supervises

No supervisory responsibilities

Main activities

- Provides advice to internal employees and external vendors working on computing initiatives
- Contributing to the effectiveness of the organisation by monitoring and co-ordinating the development of technology prototyping initiatives
- Provides advice on the transfer of computing initiatives to full development or implementation projects
- Ensures computing activities include relevant initiatives to improve non-technology business systems to generate the full benefits of technology implementation
- Directs, co-ordinates and oversees all computing projects

Key skills

- Advanced understanding of technology prototyping initiatives
- Ability to review technical infrastructure or system designs to ensure consistency with set standards and policies

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

Technology/External vendors

Typical experience

At least 8 years experience in IT, concentrating on Architecture, coupled with tertiary level qualifications in Computer Science, Technology or a related discipline.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Computing Architecture

Position Description

Position title: Senior Security Architect
Position code: 33028
Level: 5

Responsible for

Using specialist expertise to develop and maintain analysis and recommendation to guide IT investment and design decision making. Develop and maintain high level solution designs for projects and work within projects to resolve design issues and in evaluating design trade-offs.

Report to

IT Security Manager

Supervises

May supervise more junior IT Security Architects.

Main activities

- Providing technical consulting in multi platform IT environments and performing analytical assignments as required by project management, particularly in areas of difficulty or critical need.
- Identifying and investigating opportunities to use emerging technologies in providing cost effective and flexible solutions and maintaining current knowledge of the organisation's business plans, existing infrastructure and emerging technologies.
- Reviewing new and existing Information Technology projects for compliance to IT architecture by developing, documenting and communicating strategies and standards.
- Developing, maintaining and communicating high level plans for investing in IT environment/infrastructure, including identification and management of cost reduction opportunities.
- Working with users and other architects, particularly on larger projects, to define the requirements of an application and specifying an optimum design for subsequent development.
- Maintaining an advanced knowledge of emerging technologies through regular attendance at industry seminars/presentations.

Key skills

- Broad understanding of IT security principles associated with networks, internet, email, operating systems, firewalls, VPN's, databases, virus management, intrusion detection, cryptography and e-commerce, with high level expertise/specialisation in several of these fields.
- Strong interpersonal skills and the ability to function as a team player.
- Advanced technical knowledge in the field of IT architecture
- Advanced problems solving and consulting skills.
- Advanced project management skills.

Internal contacts

Applications, Infrastructure, IT Support, Users.

External contacts

Security Vendors, Hardware/Software Vendors, security peers in other organisations, external auditors, professional associations.

Typical experience

8+ years of experience in IT, with 5 years experience in an Information Security, Risk Management, Audit or equivalent discipline, coupled with relevant formal education or certification.

Other comments

Position Description

Position title: Security Architect
Position code: 33018
Level: 4

Responsible for

Responsible for the resolution of all security architecture matters including strategy development and projects associated with the 'in-place' security solutions within the organisation.

Report to

Manager, Architecture

Supervises

No supervisory responsibilities

Main activities

- Responsible for maintaining, consulting and communicating the architecture security strategy
- Manages and maintains the Security Architecture Standard
- Responsible for strategy planning and design of enterprise security architecture
- Implements a suitable security consultation and planning framework across ICT which co-ordinates security risk assessments and policy
- Develops security architecture metrics and reports appropriate measures to assess and improve the effectiveness of security architecture to align with business improvement and change initiatives

Key skills

- An understanding of best practice surrounding Information Security principles
- Working knowledge of Security Architecture Framework (e.g. SABSA)

Internal contacts

All users, Senior Management, IT Management

External contacts

Relevant professional groups, external organisations

Typical experience

At least 8 years experience in IT, concentrating on Architecture, coupled with tertiary level qualifications in Computer Science, Technology or a related discipline.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Security Risk, Security Architecture audit or governance

Position Description

Position title: Senior Enterprise Architect
Position code: 33009
Level: 5

Responsible for

Supporting and maintaining architectural direction, standards, roadmaps, patterns and methodologies for all technology. This includes managing the development and maintenance of application, data and technical architectures; evaluation and assessment of technology; maintenance of architecture and technology standards, software re-use policies, and compliance issues.

Report to

General Manager - Architecture Services

Supervises

May have some informal supervisory responsibilities for business solutions architects.

Main activities

- Analysing multiple technical alternatives and contribute to recommendations which impact technical solutions.
- Reviewing and revising cost benefit analyses, risk analyses and development plans to take account of design decisions.
- Providing internal consultancy on architectural issues including the provision of recommendations.
- Performing architecture reviews, according to agreed plans, and assessing the degree of compliance with architecture and organisational standards.
- Contributing to the implementation of components of the architecture strategy to realise overall direction.

Key skills

- Knowledge and understanding of industry trends and technology.
- Strong awareness and understanding of hardware, networks, software technologies and applications

Internal contacts

Project Managers, Business Analysts

External contacts

Typical experience

8 - 10 experience plus relevant tertiary qualifications.

Other comments

Position Description

Position title: Enterprise Architect
Position code: 33019
Level: 4

Responsible for

Delivers a business driven Enterprise Architecture across all ICT layers (Applications, Computer Infrastructure, Technology & Solutions, Enterprise Operations, Business Resources, Radio service centres).

Report to

Manager, Architecture

Supervises

No supervisory responsibilities

Main activities

- Develops and maintains an enterprise architecture that is fit for purpose strategically, operationally and tactically
- Responsible for protecting the organisation's enterprise architecture in accordance with the (ISSP) Architecture themes and principles
- Design and lead the development and implementation plan for Enterprise Architecture
- Responsible for creation, design and maintenance of Enterprise Architecture, the Enterprise Architecture roadmap, associated strategic planning and conceptual design documents
- Designs the architecture framework (TOGAF/SABSA) and ensures it is appropriately represented within the Business Enterprise Architecture

Key skills

- An understanding of Architecture domain best practice (TOGAF/SABSA)
- Maintaining a current Enterprise Architecture view of the existing IT environment

Internal contacts

Strategy & Architecture team members, ICT Managers, ICT Program & Project Managers, Line/Business Managers

External contacts

Strategic partners and vendors

Typical experience

At least 8 years experience in IT, concentrating on Architecture, coupled with tertiary level qualifications in Computer Science, Technology or a related discipline.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Enterprise Architecture

Position Description

Position title: Network Engineering Manager
Position code: 33025
Level: 5

Responsible for

Managing and coordinating the design, implementation, ongoing engineering and maintenance/upgrading of all data and voice communications networks within a large organisation.

Report to

Senior Manager - IT Services/Infrastructure, IT Operations Manager.

Supervises

A team of (data and voice) Network Engineers/Systems Administrators including Team Leaders.

Main activities

- Managing the provisioning, installation, operation, upgrading, capacity planning and performance testing of data and voice communications networks.
- Liaising with the Project Management Office and overseeing the allocation of engineering team resource to infrastructure projects associated with systems engineering, including system upgrades and rollouts.
- Managing relationships with Facilities/Property Management and Suppliers to ensure that the organisation's expectations are met.
- Ensuring the integrity of the organisation's technology databases, equipment, network configuration and software reconciliation.
- Coordinating the Request For Proposal (RFP), selection and negotiation of contracts with third party vendors.
- Managing the ongoing installations of Communications equipment with regional users, head office users, Suppliers and Sub-contractors.
- Undertaking long term policy and strategy planning on standards and service levels for Communications networks.
- Preparing departmental budgets and forecasts and reporting on budget variances.
- Coordinating with helpdesk to manage the support of the Communications network, ensuring the ongoing availability and reliability of systems is maintained.
- Recruiting new employees and managing the professional development of current Communications specialists.

Key skills

- Expert knowledge of communication concepts, including detailed product knowledge.
- Strong project management skills.
- Strong understanding of technical innovations in the communications sphere, including satellite and wireless technologies.
- Strong understanding of the telecommunications regulatory environment.
- Strong people management skills.
- Ability to build and maintain strong vendor partnerships.
- Advanced understanding of networking and associated enterprise infrastructure design.
- People management skills
- Excellent oral and written communication skills.

Internal contacts

Clients and Suppliers, Applications Development Team, Network Engineers, User Groups, LAN/Systems Engineers, IT Support/Helpdesk.

External contacts

IT Vendors and Suppliers.

Typical experience

At least 8-10 years of experience in IT, with at least 3 years of experience concentrating on infrastructure/networking management, coupled with tertiary level qualifications in Computer Science, Technology, Electrical Engineering or a related

discipline.

Other comments

Alternative Titles: Systems Support Manager, Communications Services Manager, LAN/WAN Manager, Network Services Manager.

Position Description

Position title:	Senior Network Engineer
Position code:	33030
Level:	4

Responsible for

Planning, coordinating, implementing and maintaining data communication services, with a focus on maximum availability and performance to customers.

Report to

Manager - Network Engineering.

Supervises

May act as a technical mentor to less experienced Network Engineers.

Main activities

- Designing, planning, implementing and maintaining corporate data communications network services, components and associated infrastructure.
- Creating and maintaining technical documentation, reports and records regarding infrastructure solutions.
- Providing escalated (3rd level) technical support, troubleshooting and fault rectification of high level technical issues related to networking equipment and services.
- Analysing tenders, supervising acceptance tests and commissioning communications systems and equipment.
- Acting as an interface between the organisation and suppliers/carriers/vendors regarding high level technical issues and carrier billing.
- Providing guidelines for training in the use and maintenance of networking equipment, systems and facilities.
- Monitoring the performance of the organisation's communications carriers/network providers in relation to established service level agreements (SLAs) and business needs;
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.
- Managing the analysis of network traffic data and providing recommendations on performance improvements to network infrastructures as appropriate.
- Participating in corporate change control procedures and methodologies.

Key skills

- Extensive experience and specialist skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- Good knowledge of industry standards and government regulations relevant to data communications / networking.
- Strong understanding of emerging technologies in the communications sphere and their potential commercial application.
- Strong skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Intermediate project management skills and an ability to prioritise multiple tasks.
- Excellent troubleshooting/problem solving skills.
- May hold an appropriate Cisco Certification (e.g. CCIE, CCNA).
- Advanced operational knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs).
- Excellent written and oral communication skills coupled with a customer service orientation.
- Proven analytical and troubleshooting skills.

Internal contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

External contacts

Carriers, Vendors, Consultants.

Typical experience

5-7 years of commercial experience in IT/Network Engineering coupled with professional qualifications in Computer Science or Electronics Engineering.

Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

Other comments

Alternative Titles: Senior Systems Engineer; Senior LAN/WAN Engineer; Senior Data Communications Engineer; Senior Communications Engineer,

Position Description

Position title:	Network Engineer
Position code:	33035
Level:	3

Responsible for

Implementing and maintaining data communication services, with a focus on maximum availability and performance to customers.

Report to

Manager - Network Engineering, Project Team Leader - Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Implementing and maintaining corporate data communications network services, components and associated infrastructure.
- Maintaining technical documentation, reports and records regarding infrastructure solutions.
- Providing escalated (3rd level) technical support, troubleshooting and fault rectification of high level technical issues related to networking equipment and services.
- Conducting acceptance tests and commissioning communications systems and equipment.
- Acting as an interface between the organisation and suppliers/carriers/vendors regarding high level technical issues and carrier billing.
- Providing guidelines for training in the use and maintenance of networking equipment, systems and facilities.
- Monitoring the performance of the organisation's communications carriers/network providers in relation to established service level agreements (SLAs) and business needs;
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.
- Analysing network traffic data and providing recommendations on performance improvements to network infrastructures as appropriate.

Key skills

- Experience and specialist skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- Knowledge of industry standards and government regulations relevant to data communications/networking.
- An understanding of emerging technologies in the communications sphere and their potential commercial application.
- Skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Excellent troubleshooting/problem solving skills.
- May hold an appropriate Cisco Certification (e.g. CCIE, CCNA)
- Operational knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs).
- Excellent written and oral communication skills coupled with a customer service orientation.
- Proven analytical and troubleshooting skills.

Internal contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

External contacts

Carriers, Vendors, Consultants.

Typical experience

At least 3-5 years of commercial experience in IT/Network Engineering coupled with professional qualifications in Computer

Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

Other comments

Alternative Titles: Systems Engineer; LAN/WAN Engineer; Data Communications Engineer; Communications Engineer.

Position Description

Position title:	Trainee Network Engineer
Position code:	33040
Level:	2

Responsible for

Maintaining data communication services, with a focus on maximum availability and performance to customers. Building network engineering knowledge through hands-on exposure to networking technology and on-the-job mentoring.

Report to

Manager - Network Engineering, Project Team Leader - Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Maintaining corporate data communications network services, components and associated infrastructure under close supervision.
- Maintaining technical documentation, reports and records regarding infrastructure solutions.
- Conducting acceptance tests and commissioning communications systems and equipment.
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.
- Performing hands-on systems engineering tasks under the guidance of more experienced network engineers.
- Providing a low level of escalated technical support to both network users and Helpdesk staff.

Key skills

- Developing skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- An understanding of emerging technologies in the communications sphere and their potential commercial application.
- Developing skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Excellent troubleshooting/problem solving skills.
- May be working towards attaining an appropriate Cisco Certification (e.g. CCIE, CCNA)
- Developing knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs).
- Excellent written and oral communication skills coupled with a customer service orientation.
- Proven analytical and troubleshooting skills.
- Previous exposure to technical support and systems administration.

Internal contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

External contacts

Carriers, Vendors, Consultants.

Typical experience

At least 1-3 years of commercial IT experience, often attained in an IT Support/Helpdesk environment. This position represents a transition from an IT Support position to the Network Engineering stream. Will typically have achieved or be working towards tertiary qualifications in Computer Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

Other comments

Alternative Titles: Trainee Systems Engineer; Trainee LAN/WAN Engineer; Trainee Data Communications Engineer; Associate Communications Engineer; Junior Network Engineer.

Position Description

Position title: Team Leader - Systems Administrator/Applications Support
Position code: 18209
Level: 4

Responsible for

Leading and directing the technical capability and support for the designated portfolio (Corporate Applications/Core Applications Support). To ensure systems/infrastructure operate at optimal efficiency.

Report to

Manager, Systems Management/Infrastructure

Supervises

System Administrators/ System Support Engineers

Main activities

- Provides technical advice and support for enterprise systems
- Manages and provides systems support, pro-actively managing the systems and infrastructure to meet business needs
- Provides/Co-ordinates implementation of solution requests required by projects
- Monitors and performs capacity planning/security audits of the systems
- Researches, evaluates and recommends new products for the improvement of Systems and Infrastructure
- Plans, co-ordinates, develops and monitors work of the team

Key skills

- Specialized skills as subject matter expert (Corporate Applications/Core Applications Support) in addition to broad skills and understanding of multiple infrastructure platforms
- Advanced skills in performance monitoring
- An understanding of systems integration middle-ware

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

External suppliers, vendors, distributors, service providers and contractors

Typical experience

At least 8 years of experience in IT, with at least 3 years of experience concentrating on infrastructure/networking management, coupled with tertiary level qualifications in computer science, technology, engineering or a related discipline.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Corporate Applications/Core Applications Support. Alternative title: Team Leader, Corporate Applications/Core Applications Support

Position Description

Position title: Senior Systems Administrator
Position code: 18210
Level: 4

Responsible for

Maintaining the operational effectiveness of an organisation's systems/networks.

Report to

General Manager - IT Services/Infrastructure.

Supervises

No formal supervisory responsibilities, but may mentor Systems Administrators.

Main activities

- Ensuring hardware/software applications and network components are operational.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.
- Acting as the final point of escalation for networks faults.

Key skills

- Specialist skills in all aspects of systems administration.
- Highly developed skills in troubleshooting.
- Good project management and communication skills.
- Specialist knowledge of security policies and procedures.

Internal contacts

All Users, Networking Project Teams, Technical Support department.

External contacts

Vendors of Hardware, Service and Software.

Typical experience

At least 5-7 years of commercial IT experience, specialising in Systems Administration.

Other comments

Position Description

Position title: Systems Administrator
Position code: 18215
Level: 3

Responsible for

Maintaining the operational effectiveness an of organisation's systems/networks.

Report to

Senior Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring hardware/software applications and network components are operational.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.

Key skills

- A capacity for systematic analysis.
- Strong troubleshooting skills.
- Excellent communication skills.
- Thorough knowledge of security policies and procedures.

Internal contacts

All Users, Networking Project Teams, Technical Support department.

External contacts

Vendors of Hardware, Service and Software.

Typical experience

At least 2 years of experiences in IT Support, Networking and Systems Administration.

Other comments

Position Description

Position title: Systems Administration Analyst
Position code: 18220
Level: 2

Responsible for

Technical management of all internal systems.

Report to

Senior Systems Administrator.

Supervises

No supervisory responsibilities.

Main activities

- Analysing and developing of system requirements and specifications including resolution of current system problems and planning for future requirements.
- Estimating of costs of system hardware/software changes including competitive analysis of future requirements.
- Carrying out all daily administration matters, including monitoring system performance, ensuring successful backup procedures and developing/implementing disaster recovery.
- Managing the distribution of information on storage devices, including authorisations and disc management levels.
- Ensuring security of all systems both internally and externally including the Internet.
- Ensuring system standards are developed and observed.
- Installation and/or project management in implementation of hardware/software updates and changes.
- Providing technical support expertise and internal help services to all system users.

Key skills

- Technical ability to install and upgrade all hardware and software including networks.
- Debugging and programming to solve software problems.
- Sound analytical and problem solving skills.
- Ability to quickly learn and implement new technologies.

Internal contacts

Development, Management (all groups).

External contacts

Suppliers and software/hardware vendors.

Typical experience

At least 3-5 years systems administration and 1-2 years programming.

Other comments

Position Description

Position title: Systems Engineering Manager
Position code: 24295
Level: 5

Responsible for

Leading the development of systems software and firmware, controlling systems installation/enhancement projects.

Report to

Branch/State Systems Engineering Manager or Project Leader.

Supervises

Systems Engineers.

Main activities

- Overseeing systems engineering projects and schedules to ensure the development of suitable operating and control systems, within the planned time frame.
- Integrating and developing drivers for specialised software such as graphics and communications.
- Understanding user operations and needs, and organising suitable development projects.
- Assisting the sales force with pre-sales activity such as proposal preparation, systems demonstrations and presentations, particularly in relation to larger and more important clients.
- Maintaining a knowledge of the latest techniques and development tools.

Key skills

- Expert skills in computer systems and science.-Ingenuity and genuine ability in the analysis and solution of complex systems problems.-Excellent communication and listening skills.-Excellent written and verbal communication/presentation skills.-Innovative thinking and demonstrated problem-solving skills.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

External contacts

Customers, distributors, suppliers of peripherals and software.

Typical experience

More than 10 years systems engineering experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Systems Engineer - Mainframe
Position code: 24300
Level: 4

Responsible for

Designing and developing systems software and firmware, controlling systems installation/enhancement projects. Customizing systems software in specialised and complex systems.

Report to

Branch/State Systems Engineering Manager or Project Leader.

Supervises

Possibly a small group of Systems Engineers.

Main activities

- Coordinating systems engineering projects and schedules to ensure the development of suitable operating and control systems, within the planned time frame.
- Installing, testing and maintaining systems software and firmware across multiple client sites or within several major projects.
- Integrating and developing drivers for specialised software such as graphics and communications.
- Improving the interface between system users, the operating system and applications software.
- Assisting the sales force with pre-sales activity such as proposal preparation, systems demonstrations and presentations, particularly in relation to larger and more important clients.
- Conducting user requirements analysis to match customer needs to company products/services.
- Possibly leading a small group of Systems Engineers.

Key skills

- Expert skills in computer systems and science. Ingenuity and genuine ability in the analysis and solution of complex systems problems.
- Good communication and listening skills. May have tertiary qualifications in computer science.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

External contacts

Customers, distributors, suppliers of peripherals and software.

Typical experience

Substantial formal training and at least 7 to 10 years systems engineering experience.

Other comments

The role normally deals with several projects, advanced systems and applications, and assesses the technical work on each. SE's supporting hardware/software/networks on small Unix/NT server/PC environments should be matched to positions 3200-3260.

Position Description

Position title: Systems Engineer - Mainframe
Position code: 24305
Level: 3

Responsible for

Installing and supporting developed systems software and firmware for customers, customizing systems software.

Report to

Branch/State Systems Engineering Manager or Project Leader.

Supervises

No supervisory responsibilities.

Main activities

- Installing, testing and maintaining systems software and firmware for assigned projects.
- Working with a company team of hardware engineers, systems and applications programmers to complete projects to customers' requirements and scheduled completion date.
- Providing advice to customers on their systems software and related applications design and development.
- Developing drivers for specialised software such as graphics and communications.
- Improving the performance of operating systems and firmware.
- Assisting the sales force with pre-sales activity such as proposal preparation, systems demonstrations and presentations.
- Conducting user requirements analysis to match customer needs to company products/services.

Key skills

- Advanced skills in computer systems and science.
- Analysis and problem solving ability.
- Good communication skills.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

External contacts

Customers, distributors, suppliers of peripherals and software.

Typical experience

Typically requires substantial formal training and at least 5 or more years of systems engineering experience.

May have tertiary qualifications in computer science.

Other comments

The role is specialist development and advisory in nature and concentrates on systems software, often within wider projects. SE's supporting hardware/software/networks on small Unix/NT server/PC environments should be matched to positions 3200-3260.

Position Description

Position title: Junior Systems Engineer - Mainframe
Position code: 24310
Level: 2

Responsible for

Assisting in the installation and support of systems software and firmware.

Report to

Project Leader or Senior Systems Engineer.

Supervises

No supervisory responsibilities.

Main activities

- Installing, testing and maintaining systems software and firmware for assigned projects.
- Installing and supporting drivers for specialised software such as graphics and communications.
- Improving the performance of operating systems and firmware.

Key skills

- Basic skills in computer systems and science.
- Analysis and problem solving ability.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

External contacts

Customers, distributors, suppliers of peripherals and software.

Typical experience

Formal technical training and at least 1 - 2 years of Systems Engineering experience.
May have tertiary qualifications in Computer Science.

Other comments

The role operates under the direct guidance of more experienced technicians. Associate Systems Administrators supporting hardware/software/networks on small Unix/NT server/PC environments should be matched to positions 3200-3260.

Position Description

Position title: Systems Development Manager
Position code: 18115
Level: 5

Responsible for

Managing operating infrastructure, controlling capacity planning and supporting operating systems.

Report to

Senior Manager - IT Services/Infrastructure.

Supervises

Systems Programmers.

Main activities

- Monitoring and improving the availability and performance of computer systems.
- Guiding capacity planning and equipment and software evaluation and acquisition.
- Researching the latest developments in systems technologies and advising of opportunities for upgraded or enhanced facilities.
- Providing effective technical support to systems users.
- Controlling the growth in computer usage.
- Maintaining software.
- Managing the resources of the System Programming group.

Key skills

- Advanced skills in the MVS/UNIX/Windows operating systems and various operating software.
- Advanced skills in performance monitoring.
- Well-developed management skills in planning, scheduling and control and the ability to motivate a team of Specialist staff to maintain systems .
- An understanding of systems integration middleware.

Internal contacts

Applications Development Teams, Users.

External contacts

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

Typical experience

At least 7 years broad experience in Computing with 5 years in a large IT environment, with 3-5 years Management experience.

Other comments

Position Description

Position title: Technical Consultant
Position code: 18120
Level: 4

Responsible for

Improving the effectiveness and efficiency of the usage of IT systems by providing the most effective platform for the operation of applications software programs.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing specialised skills and services to ensure that the system platform maximises the use and effectiveness of all applications programs.
- Providing an input to planning future computer requirements, capacity planning and the formulation of computing standards and guidelines.
- Investigating available hardware and/or software and recommending appropriate acquisitions.
- Providing consultation to users and undertaking special assignments.
- Performing expert duties in computer operating software.

Key skills

- Advanced skills in an operating system (or combinations of) e.g. MVS/XA/SP/UNIX/VAX/AS400 and various database software and network systems.
- Advanced skills in several of the programming languages used on site including Cobol, Assembler, CICS, PL/1 and SQL.
- Good understanding of current services and new computing directions and technologies.
- Analysis and problem solving skills.
- Interpersonal and consultative skills.
- An understanding of User requirements.

Internal contacts

Applications Development Groups, User Groups, Finance and Administration staff.

External contacts

Vendors of Operating Software, Firmware and Professional Services.

Typical experience

At least 10 or more years of broad experience in IT.

Other comments

Alternative Title: Senior Technical Specialist.

Position Description

Position title: Technical Specialist - Systems Development (Mainframe)
Position code: 18125
Level: 3

Responsible for

Developing and supporting systems development in the mainframe environment.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring the performance of systems development in the mainframe environment.
- Carrying out second level problem determination and rectifying systems development problems that develop within the mainframe environment.
- Installing, testing and maintaining new or modified systems software.
- Coding, testing and installing systems development solutions within the mainframe environment.
- Enhancing/modifying systems development code as appropriate.
- Preparing documentation for use by Operations staff.
- Providing technical support to users and resolving issues.
- Planning effective Disaster Recovery, testing and recovery procedures.

Key skills

- Developed skills in MVS operating system and main subsystems such as IMS and CICS, VTAM, TSO.
- Strong analysis, design and problem solving skills.
- Strong programming skills (NCL or similar).
- Good interpersonal and consultative skills.
- Good skills in Systems Management methodology, process and design.
- Good product knowledge of Solve product suite (or similar).

Internal contacts

Shift Operations, Network Operations, Operations Services, Distributed Systems Management, Mainframe Security, Operating Systems Support, Communications Services, Transaction Processing Services (IMS,CICS,DB2).

External contacts

Product Vendors.

Typical experience

At least 5 years of broad experience in IT with at least 2 - 3 years in a highly technical role.

Other comments

Position Description

Position title: Senior Systems Developer
Position code: 18130
Level: 4

Responsible for

Planning computing capacities and supporting operating systems.

Report to

Systems Programming Manager.

Supervises

May mentor Systems Developers.

Main activities

- Planning systems capacities and user requirements and managing disk space.
- Monitoring performance, research and development.
- Installing, testing and maintaining system software.
- Preparing documentation for use by Applications Development and Operations staff.
- Remedying problems in operating system software and providing technical consultation to users and System Programmers.

Key skills

- Advanced skills in the MVS/UNIX/Windows or equivalent operating systems, and various operating software.
- Advanced skills in performance monitoring.
- Good skills in analysis and planning.
- Ability to communicate technical information and reports effectively.
- An understanding of systems integration middleware.

Internal contacts

Applications Development Teams, Users.

External contacts

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

Typical experience

At least 7 years of experience in Computing.

Other comments

Alternative Titles: Software Specialist; Senior Technical Support Developer, Senior Systems Programmer.

Position Description

Position title: Systems Developer
Position code: 18135
Level: 3

Responsible for

Supporting operating systems software.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring the performance and availability of system hardware and software.
- Installing, testing and maintaining new or modified systems software.
- Preparing documentation for use by Systems Design Programmers and Operations staff.
- Analysing and rectifying operating system problems.
- Managing disk space.

Key skills

- Developed skills in the MVS/UNIX/Windows or equivalent operating systems or major sub-system.
- Knowledge of various software and performance monitoring.
- Problem analysis and solving skills.
- An understanding of systems integration middleware.

Internal contacts

Applications Development Teams, Users.

External contacts

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

Typical experience

At least 5 years of experience in Systems Support.

Other comments

Alternative Title: Technical Support Programmer.

Position Description

Position title: Junior Systems Developer
Position code: 18140
Level: 2

Responsible for

Assisting in the support of operating systems software.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting senior staff under close supervision.
- Monitoring the performance and availability of systems hardware and software.
- Installing, testing and maintaining new or modified systems software.
- Preparing documentation for use by Systems Design Programmers and Operations staff.
- Analysing and rectifying operating systems problems.
- Managing disk space.

Key skills

- Basic skills in the MVS/UNIX/Windows operating system or major sub-system.
- Acquiring knowledge of various software and performance monitoring techniques.
- Developing problem analysis and solution skills for maintenance and fault rectification.

Internal contacts

Users.

External contacts

Limited exposure to Consultants and Contractors.

Typical experience

Limited but increasing experience in Systems Support.

Other comments

This may be viewed as a position filled by a person training to be a competent Systems Programmer. Alternative Title: Assistant Technical Support Programmer.

Position Description

Position title: Voice Communications Engineer
Position code: 33045
Level: 3

Responsible for

Managing all aspects of the development, configuration, deployment and support of the organisation's voice communications facilities.

Report to

Communications Services Manager, Senior Manager - IT Services/Infrastructure.

Supervises

Voice Communications Analysts, PABX Administrators,

Main activities

- Ensuring continuous operational reliability of the organisation's voice communications technologies.
- Maintaining documentation and awareness of the organisation's voice communications infrastructure.
- Troubleshooting and rectifying any faults/service issues in the organisation's voice communications infrastructure.
- Leading small project teams as required associated with system upgrades, installations or roll-outs.
- Provide consultancy and technical support to Business Units as required
- Evaluating and recommending available and emerging vendor technologies with the potential to increase business effectiveness and efficiency.
- Working in conjunction with management/procurement to advise and negotiate supplier contracts.
- Liaising with vendors regarding all supply issues associated with voice communications.
- Contributing to the development/improvement of the organisation's infrastructure architecture.

Key skills

- Strong knowledge on one or more vendor PABX/switching systems such as Lucent/Avaya, Ericsson, Fujitsu, Alcatel, Meridian or NEC PABXs.
- Expert knowledge of the various carrier services and their use (including the requisition and support of services and equipment)
- Sound knowledge and experience in voice network design, traffic analysis and dimensioning. Experience installing and configuring PABX systems. An appreciation of IP.
- Good knowledge of industry standards and government regulations relevant to telecommunications.
- Excellent customer service and support skills. Good Communications skills.

Internal contacts

Management, Communications Engineers.

External contacts

Suppliers, Vendors, Property Management.

Typical experience

At least 3-5 years relevant commercial experience in a voice engineering/telecommunications environment coupled with relevant tertiary qualifications and appropriate professional certifications.

Other comments

Position Description

Position title: Voice Communications Analyst
Position code: 33050
Level: 2

Responsible for

Supporting the voice communications network to ensure optimum availability of all voice communication services and equipment nationally.

Report to

Voice Communications Engineer.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring the reliability and functionality of the organisation's voice communications network.
- Providing moves and changes administration on local and remote Branch PABX systems.
- Managing the re-configuring voice systems following physical moves of employees/business units.
- Providing an escalated level (from helpdesk) of end-user support.
- Breaking down, processing and distributing cost of voice communications accounts among business units.
- Operational procurement, administration and inventory management of mobile phones and faxes.
- Providing and coordinating training of end-users in the use of PABX and telephone facilities as required.

Key skills

- Strong documentation skills.
- Customer service orientation.
- Good communications skills, both written and verbal.
- Good knowledge of carrier billing systems and accounts.
- A good knowledge on one or more vendor PABX systems such as Lucent/Avaya, Ericsson, Fujitsu, Alcatel, Meridian or NEC PABXs.
- Functional skill level across a variety of voice systems (PABX, ACD, MIS, Key Systems, TIMS, Voicemail and IVR).
- Exposure to the administration of telephone systems, management systems and reports.

Internal contacts

All phone users, IT Support.

External contacts

Suppliers/Vendors.

Typical experience

At least 1-2 years commercial experience in PABX Administration coupled with relevant qualifications and PABX certifications.

Other comments

Position Description

Position title: Applications Development Manager
Position code: 18068
Level: 5

Responsible for

Lead the design, development and maintenance of applications software and managing the applications development team.

Report to

General Manager - Application Services.

Supervises

Applications Development Team Leader, Senior Analyst Programmer, Analyst Programmer, Programmer, Associate/Assistant Programmer.

Main activities

- Estimating, scheduling and ensuring that all resources planning requirements are sufficient to provide the required levels of availability and support.
- Setting the direction for the additional development tools used for applications development.
- Seeking out future business needs for IT applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and applications development against time frames and budget.
- Overseeing the administration and efforts and standards of all applications development staff and providing guidance where required.
- Managing client expectations through the administration and development process, ensuring all stages are fully met.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills.
- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Knowledge in open source programming.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

10+ years in software development, with at least 5 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Note: If this role in your organisation works exclusively in the Agile Methodology, please match to Tribe Lead/Agile Development Manager

Position Description

Position title: Principal Developer
Position code: 18067
Level: 5

Responsible for

Leading the designing, developing and maintenance of applications software. A strong focus is placed on analysis and design work, with only approximately one third of the employee's time spent writing code/programming.

Report to

Project Manager, Divisional Manager - Business Unit

Supervises

May mentor Developers.

Main activities

- Influence and lead designing efforts for the installation of applications programs either in one major language or in a range of programs across multiple platforms.
- Contributing to large scale and/or complex IT projects with a systems/software development component.
- Working with senior users and stakeholders to evaluate IT application and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Acting as an escalation point for development related problems/roadblocks, and offering guidance on best practice development to other team members.
- Mentor, guide, and influence other Developers

Key skills

- Expert level skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Expert level skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Knowledge and understanding of open source programming and its application in corporate environments.
- Ability to understand the essential needs of users and meet these in well-designed programs.
- Excellent skills in time and resource management.
- Ability to think in and abstract and strategic way.
- Able to lead meetings, clearly communicate technical approach, status, assess and mitigate risk

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

10+ years in software development, with at least 5 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

This role would be considered a 'guru' developer/programmer within the organisation.

Position Description

Position title: Applications Development Team Leader
Position code: 18069
Level: 4

Responsible for

Coordinating/managing the design, development and maintenance of applications software and leading the applications development team.

Report to

Applications Development Manager.

Supervises

Senior Developer, Developer, Associate Developer, Junior Developer.

Main activities

- Estimating, scheduling and ensuring that all resources planning requirements are sufficient to provide the required levels of availability and support.
- Setting the direction for the additional development tools used for applications development (may include Java/J2EE or .NET).
- Seeking out future business needs for IT applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and applications development against time frames and budget.
- Overseeing the administration and efforts and standards of all applications development staff and providing guidance where required.
- Managing client expectations through the administration and development process, ensuring all stages are fully met.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills.
- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, Java, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 (may be utilizing JDBC or ODBC interface).
- Knowledge in open source programming.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

7+ years in software development, with at least 3 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Position Description

Position title: Senior Developer
Position code: 18070
Level: 4

Responsible for

Developing and maintaining applications software. Approximately one third of the employee's time will be spent writing code/programming.

Report to

Project Manager, Applications Development Team Leader

Supervises

May mentor Analyst Programmers.

Main activities

- Leading Project Development teams, including planning, controlling and reporting on progress.
- Designing, coding, testing and installing applications programs either in one major language or in a range of programs across multiple platforms.
- Developing operating and system documentation.
- Working with users to evaluate IT applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.

Key skills

- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- Ability to understand the essential needs of Users and meet these in well-designed programs.
- Good skills in time and resource management.

Internal contacts

Users and User groups, Development Team Members.

External contacts

Vendors of Hardware and Software.

Typical experience

7+ years in Software Development, with at least 3 years in a large IT site, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Titles: Technician; Applications Supervisor; Systems Analyst.

Position Description

Position title: Developer
Position code: 18075
Level: 3

Responsible for

Developing and maintaining applications software.

Report to

Project Leader, Applications Development Team Leader

Supervises

No supervisory responsibilities.

Main activities

- Designing, coding, testing and installing applications Programs up to 75% of the time, either in one major Program or a range of Programs across multiple platforms.
- Preparing and maintaining systems and Program documentation.
- Assisting in the analysis and design of applications Programs and databases.
- Modifying and troubleshooting applications Programs.
- Liaising with users.

Key skills

- Developed skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- Good skills in personal work organisation and time management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of Hardware and Software.

Typical experience

3+ years of experience in Programming and Applications Design, with a minimum of 2 years in a large IT site, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title: Associate Developer
Position code: 18085
Level: 2

Responsible for

Converting applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming.

Report to

Project Manager, Applications Development Team Leader or Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing Applications Programs either in one major program or in a variety of Programs across platforms.
- Documenting developed Programs.
- Maintaining applications Programs and enhancing/modifying as required.

Key skills

- Developed skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- Solid documentation skills.

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and Software Suppliers, External Software Specialists and Consultants.

Typical experience

At least 3 years of experience in Programming in a large IT site, coupled with tertiary qualifications in Computer Science.

Other comments

This employee is almost solely dedicated to 'cutting code'.

Position Description

Position title: Junior Developer
Position code: 18090
Level: 1

Responsible for

Assisting in converting applications specifications into operable Programs. Most of the employee's time (up to 100%) will be spent writing code/programming.

Report to

Project Team Leader, Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing applications Programs either in one major Program or possibly a range of Programs across platforms.
- Receiving pre-designed, basic Programming tasks from members of the project team.
- Documenting developed Programs.
- Maintaining applications Programs.

Key skills

- Basic skills in one or more of the major Programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Basic skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.

Internal contacts

Project Leader, Developers.

External contacts

Very limited contact with external contacts.

Typical experience

Limited to no experience in Programming in a large IT site. Completed or completing tertiary qualifications in Computer Science or a related discipline.

Other comments

This may be viewed as an entry level or developmental position for an employee training to be a competent Developer

Position Description

Position title: Principal Machine Learning Engineer
Position code: 70055
Level: 5

Responsible for

Leading the design and build of software algorithms to structure, analyse, automate business processes and re-engineer projects to support business transformation.

Report to

IT Project Manager, or Business Improvement Manager

Supervises

Machine Learning Engineers

Main activities

- Influence and lead the Automation and implementation of business processes to streamline common place activities- Consult on new automation opportunities-Apply deep learning technologies to give computers the capability to visualise, learn and respond to complex situations.-Influence and lead efforts and processes for continuous deployment cycles and on-demand deployments.-Lead cross-departmental projects and project teams from conception to completion.-Influence and lead benchmark and performance test efforts, analysis and action plans.-Lead efforts for project planning and budgetary processes.-Provide skilled guidance and mentoring for code reviews and code review processes.-Using, promoting and assisting with the origination of the creation and maintenance of company coding and design standards.- Performing technical tasks, including unit test functions, as require, to support the internal quality and control arrangements as defined by company policy and project requirements.

Key skills

- Excellent written and oral communications skills-Problem identification and process management skills-Proficient in automation software and deep learning practices (UI Path, Blue Prism, Eclipse, IntelliJ etc.)-Can work with large scale computing frameworks, data analysis systems and modeling environments.-Ability to work in an agile environment-Strong analytical and problem solving skills-Think holistically

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors and customers, sub-contractors and technical consultants.

Typical experience

At least 7+ years experience in software development. A Degree in Computer Science/ Engineering/ Business Automation or related field.

Other comments

Alternative Titles: AI Engineer

Position Description

Position title: Senior Machine Learning Engineer
Position code: 70045
Level: 4

Responsible for

Guiding and implementing integrated software algorithms to structure, analyse, automate business processes and re-engineer projects to support business transformation.

Report to

Principal Machine Learning Engineer, IT Project Manager, or Business Improvement Manager

Supervises

May support junior engineers

Main activities

- Automating and implementing business processes to streamline common place activities-Consult on new automation opportunities-Apply deep learning technologies to give computers the capability to visualize, learn and respond to complex situations.-Documenting location and accessibility of program requirements.-Develops and communicates descriptive, diagnostic, predictive and prescriptive insights/algorithms-Uses, promotes and assists with the creation and maintenance of coding and design standards.-Performing technical tasks, including unit test functions, as require, to support the internal quality and control arrangements as defined by company policy and project requirements. Completes programming and implements efficiencies, performs testing and debugging.-Assisting with integration planning and software building tasks.

Key skills

- Great written and oral communications skills-Problem identification and process management skills-Lead code and design reviews.-Proficient in automation software and deep learning practices (UI Path, Blue Prism, Eclipse, IntelliJ etc.)-Can work with large scale computing frameworks, data analysis systems and modeling environments.-Ability to work in an agile environment-Strong analytical skills-Think holistically

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors and customers, sub-contractors and technical consultants.

Typical experience

At least 3-7 years experience in software development. A Degree in Computer Science/ Engineering/ Business Automation or related field

Other comments

Alternative Titles: Senior AI Engineer - This position is specific to Senior Machine Learning Engineer for more process automation roles please match to Senior Robotic Process Automation Engineer - 70145

Position Description

Position title: Machine Learning Engineer
Position code: 70035
Level: 3

Responsible for

Designing and developing software algorithms to structure, analyse, automate business processes and re-engineer projects to support business transformation.

Report to

Principal Machine Learning Engineer, IT Project Manager, or Business Improvement Manager.

Supervises

No supervisory responsibilities.

Main activities

- Automating and implementing business processes to streamline common place activities-Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.-Apply deep learning technologies to give computers the capability to visualize, learn and respond to complex situations.-Documenting location and accessibility of program requirements.-Using, promoting and assisting with the origination of the creation and maintenance of company coding and design standards.-Performing technical tasks, including unit test functions, as require, to support the internal quality and control arrangements as defined by company policy and project requirements.-Completes programming and implements efficiencies, performs testing and debugging.-Integration planning and software building

Key skills

- Good written and oral communications skills-Problem identification and process management skills-Proficient in automation software and deep learning practices (UI Path, Blue Prism, Eclipse, IntelliJ etc.)-Can work with large scale computing frameworks, data analysis systems and modeling environments.-Ability to work in an agile environment-Strong analytical and problem solving skills-Think holistically

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors and customers, sub-contractors and technical consultants.

Typical experience

At least 2-3 years experience in software development. A Degree in Computer Science/ Engineering/ Business Automation or related field

Other comments

Alternative Titles: AI Engineer - This position is specific to Machine Learning Engineer for more process automation roles please match to Robotic Process Automation Engineer - 70135

Position Description

Position title: Senior Robotic Process Automation Engineer
Position code: 70145
Level: 4

Responsible for

The strategy, assessment, deployment and sustainability of services in robotic process automation, speeding up processing and reducing errors rates by automating manual tasks.

Report to

Robotic Process Automation Manager, IT Project Manager, or Business Improvement Manager.

Supervises

May mentor junior Robotic Process Automation Engineers.

Main activities

- design, program, test, and simulate automated machinery and processes in order to complete exact tasks-Leads in the development of the most complex new and emerging technologies.-Develops software components and hardware for new and emerging technology projects.-Aligns these with business strategies and objectives.-Consults junior staff regarding complex issues and best practices.-Provides a systematic analysis on the most complex client requirements within the traceability framework and resolves any functional problems encountered.-Oversees the quality of complex project deliverables while ensuring that they are in compliance with relevant standards and processes

Key skills

- Solid understanding of computer programming and software development-Ability to troubleshoot equipment problems and perform complex system tests-Creative thinking skills-Detail-oriented personality-Encourage innovation, implementation of cutting-edge technologies, inclusion, outside-of-the-box thinking, teamwork, self-organization, and diversity.-Solid understanding of emerging and traditional technologies such as: Java, J2EE, AngularJS, React, REST, Spring framework, .NET, NodeJS, HTML / HTML5, CSS, NoSQL databases, relational databases, Hadoop, Chef, iOS, Android, and AWS/Cloud Infrastructure, IBM Blue Prism/ WorkFusion

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors and customers, sub-contractors and technical consultants.

Typical experience

At least 3-7 years experience in software development. A Degree in Computer Science/ Engineering/ Business Automation or related field.

Other comments

Alternative Titles: Senior RPA Engineer - This position is specific to RPA Engineers for more data-driven/predictive roles please match to Senior Machine Learning Engineer - 70045

Position Description

Position title: Robotic Process Automation Engineer
Position code: 70135
Level: 3

Responsible for

Assisting in the strategy, assessment, deployment and sustainability of services in robotic process automation, speeding up processing and reducing errors rates by automating manual tasks.

Report to

Robotic Process Automation Manager or Team Lead, IT Project Manager, or Business Improvement Manager

Supervises

No supervisory activities.

Main activities

- design, program, test, and simulate automated machinery and processes in order to complete exact tasks-Aligns these with business strategies and objectives.-Consults junior staff regarding complex issues and best practices.-Provides a systematic analysis on the most complex client requirements within the traceability framework and resolves any functional problems encountered.-Oversees the quality of complex project deliverables while ensuring that they are in compliance with relevant standards and processes

Key skills

- Solid understanding of computer programming and software development-Ability to troubleshoot equipment problems and perform complex system tests-Creative thinking skills-Detail-oriented personality-Ability to communicate well to other members of the development team-Solid understanding of computer programming and software development-Ability to troubleshoot equipment problems and perform complex system tests-Creative thinking skills-Detail-oriented personality-Encourage innovation, implementation of cutting-edge technologies, inclusion, outside-of-the-box thinking, teamwork, self-organization, and diversity.-Solid understanding of emerging and traditional technologies such as: Java, J2EE, AngularJS, React, REST, Spring framework, .NET, NodeJS, HTML / HTML5, CSS, NoSQL databases, relational databases, Hadoop, Chef, iOS, Android, and AWS/Cloud Infrastructure, IBM Blue Prism/ WorkFusion

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors and customers, sub-contractors and technical consultants.

Typical experience

At least 2-3 years experience in software development. A Degree in Computer Science/ Engineering/ Business Automation or related field.

Other comments

Alternative Titles: RPA Engineer This position is specific to RPA Engineers for more data-driven/predictive roles please match to Machine Learning Engineer - 70035

Position Description

Position title: Database Manager
Position code: 32100
Level: 5

Responsible for

Developing and executing plans to ensure the operational efficiency and effectiveness of enterprise Databases systems.

Report to

Senior Manager - Applications Services, Senior Manager - IT Services/Infrastructure.

Supervises

A team of Database Administrators.

Main activities

- Designing and implementing databases within the corporate data model and developing associated administration plans.
- Ensuring the satisfactory performance of all enterprise Databases.
- Ensuring the availability of data, whilst maintaining adequate safeguards and security.
- Advising on the acquisition of new Database software.
- Determining users Database needs, promoting rational development and eliminating data redundancy.
- Advising datawarehousing/business intelligence employees regarding issues associated with planned data growth/integration.
- Implementing and monitoring any security measures that effect the organisation's Database systems.
- Provide expertise to the development of a disaster recovery/business continuity plan surrounding the organisation's Database systems.

Key skills

- Strong people leadership/management skills.
- Strong understanding of the business information needs of the organisation.
- Strong understanding of the organisation's Database architecture.
- Advanced skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Advanced skills in associated Database programming languages such as PL/SQL, SQL, CICS etc.
- Advanced skills in one or more major operating system platforms such as NT, Unix, Linux etc.
- Strong communication skills - both written and verbal.

Internal contacts

Users, Business Analysts, IT Security, Datawarehousing/Business Intelligence, Systems Programmers.

External contacts

Vendors of Hardware and Software.

Typical experience

8-10+ years of experience with large, corporate Databases coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

This position is focused on ensuring the operational effectiveness and administration of corporate databases. More advanced database architecture and integration work is likely to be conducted by Datawarehousing/Business Intelligence employees.

Position Description

Position title: Team Leader - Database Administrator
Position code: 32104
Level: 4

Responsible for

Leading and directing the technical capability and support for the designated portfolio (Database Admin/DBA). To ensure systems/infrastructure operate at optimal efficiency.

Report to

Database Manager

Supervises

Senior DBA's & DBA's

Main activities

- Provides technical advice and support for enterprise systems
- Manages and provides systems support, pro-actively managing the systems and infrastructure to meet business needs
- Provides/Co-ordinates implementation of solution requests required by projects
- Monitors and performs capacity planning/security audits of the systems
- Researches, evaluates and recommends new products for the improvement of Systems and Infrastructure
- Plans, co-ordinates, develops and monitors work of the team

Key skills

- Specialised skills as subject matter expert (Database Admin/DBA) in addition to broad skills and understanding of multiple infrastructure platforms
- Advanced skills in performance monitoring
- An understanding of systems integration middleware

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

External suppliers, vendors, distributors, service providers and contractors

Typical experience

At least 8 years of experience in IT, with at least 3 years of experience concentrating on infrastructure/networking management, coupled with tertiary level qualifications in computer science, technology, engineering or a related discipline.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Database Admin/DBA.

Position Description

Position title: Senior Database Administrator
Position code: 32105
Level: 4

Responsible for

Implementing and supporting reliable, high performance relational Database management systems for the organisation's core business applications.

Report to

Database Manager.

Supervises

May mentor Trainee DBAs.

Main activities

- Installing and configuring Database systems, patches and upgrades.
- Designing and implementing new Databases and associated objects.
- Monitoring and reporting on Database service availability.
- Managing the development, testing and production Database environments.
- Managing and conducting all aspects of capacity planning, performance monitoring and tuning of relational Databases.
- Developing, implementing and auditing Database security.
- Liaising with application users to confirm requirements for system, backup and other requirements.
- Developing policies and procedures governing corporate Database operations and related issues.

Key skills

- Advanced skills in one or more major corporate Databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Advanced skills in associated Database programming languages such as PL/SQL, SQL, CICS etc.
- Advanced skills in one or more major operating system platforms such as NT, Unix, Linux etc.
- Good understanding of the business information needs of the organisation.
- Effective trouble-shooter.
- Good communication skills.

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

5-7+ years of experience with large, corporate Databases coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title: Database Administrator
Position code: 32110
Level: 3

Responsible for

Supporting the delivery of reliable, high performance relational Database management systems for the organisation's core business applications.

Report to

Database Manager.

Supervises

No supervisory responsibilities.

Main activities

- Installing and configuring Database systems, patches and upgrades.
- Implementing new Databases and associated objects.
- Monitoring and reporting on Database service availability.
- Managing the development, testing and production Database environments.
- Conducting all aspects of capacity planning, performance monitoring and tuning of relational databases.
- Implementing and auditing Database security.
- Performing backup and recovery of corporate databases.
- Liaising with application users to confirm requirements for system, backup and other requirements.
- Contributing to the development of policies and procedures governing corporate Database operations and related issues.

Key skills

- Well developed skills in one or more major corporate Databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Well developed skills in associated Database programming languages such as PL/SQL, SQL, CICS etc.
- Well developed skills in one or more major operating system platforms such as NT, Unix, Linux etc
- Good understanding of the business information needs of the organisation.
- Effective trouble-shooter.
- Good communication skills.

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

3-5+ years of experience with large, corporate Databases coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title: Trainee Database Administrator
Position code: 32115
Level: 2

Responsible for

Supporting the delivery of reliable, high performance relational Database management systems for the organisation's core business applications.

Report to

Database Manager.

Supervises

No supervisory responsibilities.

Main activities

- Installing and configuring Database systems, patches and upgrades.
- Monitoring and reporting on Database service availability.
- Conducting basic aspects of capacity planning, performance monitoring and tuning of relational Databases.
- Implementing Database security measures.
- Performing backup and recovery of corporate Databases.
- Confirming user requirements for batch processing, storage, backup and other requirements.

Key skills

- Developing skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Developing skills in associated Database programming languages such as PL/SQL, SQL, CICS etc.
- Developing skills in one or more major operating system platforms such as NT, Unix, Linux etc.
- Effective trouble-shooter.
- Good communication skills.

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

1-3+ years of experience with large, corporate Databases coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title: Senior Database Engineer
Position code: 32121
Level: 4

Responsible for

Designs, develops and integrates complex database management systems to accommodate client user needs.

Report to

Data Engineering Manager.

Supervises

May mentor more junior database engineers

Main activities

- Evaluates the needs and requirements of projects or problems and provides technical expertise in the development of database systems.
- Designs, develops, modifies, tests, and deploys database objects within defined practices and procedures.
- Designs and implements database security, audit and recovery solutions.
- Designs data transformation strategies for business intelligence or data migration purposes.
- Creates, documents and implements standards or models to monitor and enhance the capacity, performance and availability of the database.
- Designs database monitoring solutions and assists others in monitoring and proactively anticipating or identifying issues.
- Conducts quality assurance and testing activities in client server environments.

Key skills

- Strong analytical and problem solving skills.
- Interpersonal and communication skills.
- Demonstrated skills in Windows programming languages e.g. VBScript, XML, Java, etc.
- Experience working with relational databases such as SQL, PL/SQL, Oracle, etc.
- Experience with relational data modelling.

Internal contacts

Team members, management.

External contacts

Clients, vendors, database administrators, solution architects.

Typical experience

5+ years of experience working with database systems, coupled with relevant tertiary qualifications.

Other comments

This position primarily works in development and test environments, making it distinct from a database administrator, who would typically be maintaining a live/production environment.

Position Description

Position title: Database Engineer
Position code: 32120
Level: 3

Responsible for

Designs, develops and integrates database management systems to accommodate client user needs.

Report to

Data Engineering Manager.

Supervises

None.

Main activities

- Evaluates the needs and requirements of projects or problems and provides technical expertise in the development of database systems.
- Designs, develops, modifies, tests, and deploys database objects within defined practices and procedures.
- Designs and implements database security, audit and recovery solutions.
- Designs data transformation strategies for business intelligence or data migration purposes.
- Creates, documents and implements standards or models to monitor and enhance the capacity, performance and availability of the database.
- Designs and implements database monitoring solutions.
- Conducts quality assurance and testing activities in client server environments.

Key skills

- Analytical and problem solving skills.
- Interpersonal and communication skills.
- Demonstrated skills in Windows programming languages e.g. VBScript, XML, Java, etc.
- Experience working with relational databases such as SQL, PL/SQL, Oracle, etc.
- Experience with relational data modelling.

Internal contacts

Team members, management.

External contacts

Clients, vendors, database administrators, solution architects.

Typical experience

3+ years of experience working with database systems, coupled with relevant tertiary qualifications

Other comments

This position primarily works in development and test environments, making it distinct from a database administrator, who would typically be maintaining a live/production environment.

Position Description

Position title: Senior Data Engineer
Position code: 31990
Level: 4

Responsible for

Designing and implementing big data technologies through the application of high performance computing, large scale data integration and emerging analytical platforms.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

No supervisory responsibilities.

Main activities

- Partnering closely with business analysts and data scientists to identify data sources relevant to solving business problems and help design the optimal combination of data sources and analytical techniques for each problem.
- Working with large data sets from multiple sources utilising big data tools and techniques to prepare data sources for efficient analysis and insight generation.
- Understanding the quality of data sourced, its management, and liaising with data scientists and analysts to management the impact of data quality issues.
- Driving the collection of new data and the refinement of existing data sources.
- Developing best practices for instrumentation and experimentation and communicate those to solution delivery teams.

Key skills

- Data modelling and data analysis
- SQL on Massively Parallel Processing (MPP) relational databases
- Experience working in DevOps and Agile environments, as well as continuous integration.
- Strong software engineering and coding skills, ideally in a data intensive environment
- Experience in distributed / high performance computing systems, such as grid computing or MPP systems
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner
- Ability to strongly advocate technical positions while still appreciating alternative proposals

Internal contacts

Big Data Solution Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

External contacts

Big data / systems integration product vendors

Typical experience

7 - 10 years of experience in commercial Information Technology coupled with tertiary qualifications (may be at Masters level) in Computer Science or a related discipline.

Other comments

Position Description

Position title: Data Engineer
Position code: 32000
Level: 3

Responsible for

Designing and implementing big data technologies through the application of high performance computing, large scale data integration and emerging analytical platforms.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

No formal supervisory responsibilities.

Main activities

- Partnering closely with business analysts and data scientists to identify data sources relevant to solving business problems and help design the optimal combination of data sources and analytical techniques for each problem.
- Working with large data sets from multiple sources utilising big data tools and techniques to prepare data sources for efficient analysis and insight generation.
- Understanding the quality of data sourced, its management, and liaising with data scientists and analysts to management the impact of data quality issues.
- Driving the collection of new data and the refinement of existing data sources.
- Developing best practices for instrumentation and experimentation and communicate those to solution delivery teams.

Key skills

- Data modelling and data analysis
- SQL on Massively Parallel Processing (MPP) relational databases
- Experience working in DevOps and Agile environments, as well as continuous integration.
- Strong software engineering and coding skills, ideally in a data intensive environment
- Experience in distributed / high performance computing systems, such as grid computing or MPP systems
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner
- Ability to strongly advocate technical positions while still appreciating alternative proposals

Internal contacts

Big Data Solution Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

External contacts

Big data / systems integration product vendors

Typical experience

At least 5-7 years of experience in commercial Information Technology coupled with tertiary qualifications (may be at Masters level) in Computer Science or a related discipline.

Other comments

Position Description

Position title: Data Warehousing/BI Manager
Position code: 32050
Level: 5

Responsible for

Managing the strategic direction, development and operational implementation of Datawarehousing/Business Intelligence (BI) applications that will deliver enhanced knowledge and business intelligence to the organisation.

Report to

Senior Manager - Applications Services, Senior Manager - IT Services/Infrastructure.

Supervises

A team of Datawarehousing/Business Intelligence Specialists.

Main activities

- Managing teams of Database staff on multiple tasks or projects, subject to skills.
- Testing, evaluating and/or installing database software and utilities.
- Providing the infrastructure to facilitate effective design, implementation and support of systems using databases.
- Assisting System Developers to design and implement effective Host or Distributed database systems meeting business and operational criteria.
- Developing database/data warehouse strategies to satisfy likely future business and operations strategies, planning complex activities involving coordination of activities of other teams and providing technical leadership for complex projects. Coordinating the implementation of complex changes.
- Assisting other Strategists develop plans that satisfy requirements for database strategy and providing technical guidance on database matters, to DBAs and other teams.
- Communicating with Vendors for technical support and developing and reviewing standards, team processes and documentation.
- Providing ongoing operability of systems using databases (backup, recovery, monitoring, tuning, fallback processes in place and working).
- Providing final level of escalation for Support, and coordinating problem resolution.

Key skills

- Advanced skills in programming languages, operating systems etc. and advanced skills in database design and the use of database packages.
- Management skills and skills in work organisation and scheduling, team leadership and User liaison.
- A good understanding of the business and its information and data management needs.
- In-depth knowledge of large organisations' environment, systems and processes, and their interrelationships.

Internal contacts

User Groups, Applications and Systems Groups.

External contacts

Vendors of Hardware and Software.

Typical experience

At least 12 years of experience in IT, with at least 5 years experience in one specific Mainframe or Distributed database product coupled with strong business understanding and relevant tertiary qualifications.

Other comments

Alternative Title: Business Intelligence Manager.

Position Description

Position title: Data Warehousing/BI Senior Consultant
Position code: 32055
Level: 4

Responsible for

Providing specialist knowledge and high level technical support of end-to-end delivery corporate datawarehousing/business intelligence projects.

Report to

Senior Database/Datawarehousing Manager.

Supervises

May mentor Datawarehousing Consultants.

Main activities

- Providing consultancy on the use of database software and database design.
- Maintaining and providing production support of corporate datawarehousing applications.
- Ensuring solutions are delivered on time, within cost and in line with agreed quality standards and client requirements.
- Identifying and analysing business requirements and providing the most effective and efficient technical solutions.
- Ensuring the implementation of data analysis/design policies in database design.
- Performing ad hoc and project oriented technical support of an advanced nature associated with the organisation's datawarehousing/business intelligence systems.
- Utilising knowledge in one or more major relational database/datawarehousing applications to resolve support issues.

Key skills

- Well versed in datawarehousing concepts and issues.
- Excellent skills in relational database (RDBMS) administration and associated database management issues.
- A solid working knowledge and understanding of data modelling and datawarehousing principles.
- Excellent knowledge of several datawarehousing applications that may include Oracle, PL/SQL, Unix Scripting, EssBase, Business Objects.
- Conceptual analysis and design ability.
- Proven ability to liaise with both technical employees and business users.

Internal contacts

Database administration, Development Teams, Users of Business Information.

External contacts

Suppliers and Vendors.

Typical experience

At least 5 years technical experience with large scale commercial databases, including 2 years experience in datawarehousing/business intelligence. Tertiary level qualifications in Computer Science or an associated discipline.

Other comments

Alternative Title: Senior Business Intelligence Consultant/Analyst.

Position Description

Position title: Data Warehousing/BI Consultant
Position code: 32060
Level: 3

Responsible for

Providing specialist knowledge and technical support/maintenance of corporate datawarehousing/business intelligence applications.

Report to

Senior Database/Datawarehousing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing maintenance and production support of corporate datawarehouse applications.
- Performing ad hoc technical support of a basic to intermediate nature associated with the organisation's datawarehousing/business intelligence systems.
- Participating in process improvement exercises and identifying and analysing business and related requirements and providing the most effective and efficient related business solution.
- Documenting identified business requirements in a suitable form for use within the organisation.
- Utilising knowledge in one or more of the major relational database/datawarehousing applications to resolve support issues.
- Ensuring the implementation of Data Analysis/Design policies in database design.
- Identifying the business and technical impact based on requirements coming through from internal change requests.
- Undertaking testing activities associated with solving issues raised - either through specific identification exercises or via more formal requests.
- Writing and maintaining associated training material - including user manuals and web based training materials.
- Performing overnight batch processing.

Key skills

- Well versed in datawarehousing concepts and issues.
- Well developed skills in relational database (RDBMS) administration and associated database management.
- Good knowledge of one or more datawarehousing applications that may include Oracle, PL/SQL, Unix Scripting, EssBase, Business Objects.
- Good understanding of business database needs.
- Conceptual analysis and design ability.

Internal contacts

User Groups.

External contacts

Hardware and Software Vendors.

Typical experience

At least 3 years technical experience with large scale commercial databases. Tertiary level qualifications in Computer Science or an associated discipline.

Other comments

Alternative Title: Business Intelligence Consultant/Analyst.

Position Description

Position title: Principal Data Scientist
Position code: 36045
Level: 6

Responsible for

Leading a range of research and analytical activities, leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

May mentor more junior Data Scientists

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large datasets from multiple disparate sources.
- Influences and leads a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Influence, adaptation of leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.
- Mentor, guide, and influence the Analytics community in the organisation.

Key skills

- Expert in manipulating and analysing complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.
- Able to describe technical topics to laymen stakeholders

Internal contacts

Management, Estimating Manager, Project Teams, Analytics community across the organisation, Business user groups

External contacts

Academia and research organisations

Typical experience

10+ years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Senior Data Scientist
Position code: 32002
Level: 5

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

May provide guidance to juniors.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Management, Estimating Manager, Project Teams

External contacts

Operations Manager, Estimating Manager, Office Manager, Project Teams

Typical experience

10+ years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Data Scientist
Position code: 32001
Level: 4

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

No formal supervisory responsibilities.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large datasets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

At least 7-10 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Senior Data Analyst
Position code: 32063
Level: 3

Responsible for

Analysing complex business problems and issues using data from internal and external sources to provide insight to decision-makers.

Report to

Data Warehousing/ BI Manager

Supervises

May mentor more junior Data Analysts.

Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in complex datasets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using advanced statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and datawarehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.
- Developing or contributing to development of security standards, controls, and procedures.
- Responding to security threats (incident management).

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.
- Good interpersonal and consultative skills.
- An understanding of the law as it relates to IT.

Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

External contacts

Research organisations, Statistics NZ, Market Research organisations.

Typical experience

At least 3-5 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Position Description

Position title: Data Analyst
Position code: 32065
Level: 2

Responsible for

Providing information or data from internal and external sources to customers and management to support business decisions and projects.

Report to

Senior Database/Datawarehousing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Identifying, preparing, analysing and presenting data using computerised technology.
- Responding to requests for information by summarising and analysing internal and external data sources.
- Analysing information using statistical/data analysis techniques.
- Providing guidance and support to business in determining and recommending information needs.
- Providing regular reports to Management summarising business performance.
- Designing and constructing databases to facilitate ongoing generation of specific reports required by the business.
- Liaising with database specialists to develop queries and extract required data from business databases.

Key skills

- Good communication skills, both written and verbal.
- High level of numeracy.
- Knowledge of database software, including MS Access and Excel.
- May have some basic SQL programming skills.
- Basic knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc

Internal contacts

Database Administrators, Database Developers, Sales and Marketing.

External contacts

Research companies, Statistics New Zealand.

Typical experience

Degree qualified in Business, Statistics or a related discipline. At least 1-2 years experience in data/information analysis, design and administration.

Other comments

Whilst this employee typically works within the IT department, they may sit within a relevant business unit (e.g. - Marketing) depending on organisational structure.

Position Description

Position title: Principal DevOps Engineer
Position code: 32200
Level: 5

Responsible for

Leads the design and build of complex infrastructure, operational processes, and infrastructure automation, creating and improving development and operational capabilities, including: disaster recovery, high systems availability, on-demand scalable solutions, infrastructure monitoring and continuous deployment capabilities.

Report to

Project Manager or DevOps Manager

Supervises

Senior DevOps Engineer, DevOps Engineer

Main activities

- Influence and lead design efforts for the most secure and scalable environments that satisfy both operational and product needs in accordance with corporate guidelines.
- Influence and lead efforts and processes for continuous deployment cycles and on-demand deployments.
- Lead cross-departmental projects and project teams from conception to completion.
- Influence and lead benchmark and performance test efforts, analysis and action plans.
- Drive resolution of issues identified via application and systems monitoring. Resolve emergent service problems and build automated tools to identify/prevent problem recurrence.
- Communicate with key stakeholders on infrastructure, deployments details, etc.
- Lead efforts for project planning and budgetary processes.
- Provide skilled guidance and mentoring for code reviews and code review processes. Mentor, guide, and influence other DevOps and Software Engineers.

Key skills

- Expert skills in a programming language, proficient in managing infrastructure as code.
- Able to lead meetings, clearly communicate technical approach, status, assess and mitigate risk.
- Able to describe technical topics to laymen stakeholders.
- Expert in Web/Cloud based technologies and system administration within cloud and co-located hosting environment.
- Strong experience in database design and development.

Internal contacts

Users, Applications and Systems Team

External contacts

Typical experience

8+ years experience within a DevOps or Operations related field, coupled with Bachelor's and Master's degree in Computer Science.

Other comments

Position Description

Position title: Senior DevOps Engineer
Position code: 32205
Level: 4

Responsible for

Guiding and implementing automation initiatives dealing with software development, operations and services. Improving communication, collaboration and integration between software developers and IT operations personnel.

Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops

Supervises

None

Main activities

- Influence architectural decisions, implement and manage core infrastructure, develop internal tools and look to automate as many processes as possible.
- Lead and guide other engineers in the execution of uplifts across build engineering, release engineering, configuration management and environment management practices.
- Perform hands-on automation tasks to treat infrastructure as code. Lead code and design reviews.
- Provide execution of activities related to infrastructure, security, continuous integration, continuous deployment, IT operations and metrics. Collaborate with other System Administrators, Developers, Testers, Architects and Business Analysts.

Key skills

- Proven experience with build and development tools (e.g. Vagrant, Packer, Git, SVN, TeamCity, Artifactory, Maven, Ant, r10k, Bundler, Ivy, MSBuild, Subversion, Selenium, rspec, xUnit Frameworks and Gradle).
- Experience using automation tools.
- Experience with variety of programming and scripting languages.

Internal contacts

Users, Applications and Systems Team

External contacts

Typical experience

5+ years experience as a DevOps Engineer / Automation Specialist with appropriate tertiary level qualifications.

Other comments

Position Description

Position title: DevOps Engineer
Position code: 32210
Level: 3

Responsible for

Performing hands-on automation tasks. Dealing with software development, operations, and services. Improving communication, collaboration, and integration between software developers and IT operations personnel.

Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops.

Supervises

None

Main activities

- Perform hands-on automation tasks to treat infrastructure as code.
- Participate in code and design reviews.
- Provide execution of activities related to infrastructure, security, continuous integration, continuous deployment, IT operations and metrics.
- Working with other engineers in the execution of uplifts across build engineering, release engineering, configuration management and environment management practices.
- Collaborating with other System Administrators, Developers, Testers, Architects and Business Analysts.

Key skills

- Proven experience with build and development tools (e.g. Vagrant, Packer, Git, SVN, TeamCity, Artifactory, Maven, Ant, r10k, Bundler, Ivy, MSBuild, Subversion, Selenium, rspec, xUnit Frameworks and Gradle).
- Experience using automation tools.
- Experience with scripting.

Internal contacts

Users, Applications and Systems Team

External contacts**Typical experience**

3+ years experience as a DevOps Engineer / Automation Specialist with relevant tertiary level qualifications.

Other comments

Position Description

Position title: Digital/Online Development Manager
Position code: 18304
Level: 5

Responsible for

Managing the digital/online development team in developing custom programs to enhance the company's external and internal websites.

Report to

General Manager - Applications Services.

Supervises

Digital/Online Development Team Leader, Senior Digital/Online Developer, Digital/Online Developer.

Main activities

- Monitoring and improving the development of the web page layout.
- Ensuring that the digital/online development is aligned with all the requirements.
- Guiding the team in terms of the programming of the front-end access for manipulation on the Internet/Intranet and compiling database to present information required.
- Managing the inward data input and interpretation.
- Researching the latest development in digital/online development and implementing process improvements within the team.

Key skills

- Advanced knowledge of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Expert in writing accurate and reliable programs.
- Advanced understanding of spreadsheets and database tools.
- Well-developed management skills and the ability to motivate a team.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support.

Typical experience

8-10 years experience, combined with tertiary qualifications in computer science, information technology or engineering. At least two year experience in people management role.

Other comments

Position Description

Position title: Digital/Online Development Team Leader
Position code: 18306
Level: 4

Responsible for

Leading a team of Digital/Online Developer in developing custom programs to enhance the company's internal and external websites.

Report to

Digital/Online Development Manager.

Supervises

Senior Digital/Online Developer and Digital/Online Developer.

Main activities

- Coordinating the communication between the team and other teams to develop the web page layout and dynamic requirements.
- Leading the programming of the front-end access for manipulation on the Internet/Intranet.
- Leading the programming of the front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Leading the programming for inward data input and interpretation e.g. for users joining the site.
- Assisting in the research of latest development in digital/online development ad support the process improvements.

Key skills

- Strong understanding of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Strong ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

5-7 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

Other comments

Position Description

Position title: Senior Digital/Online Developer
Position code: 18309
Level: 4

Responsible for

Developing custom programs (often in Perl, Java or C) to extend the functionality and appearance of the site's inactive pages.

Report to

Digital/Online Development Team Leader or Digital/Online Development Manager

Supervises

May mentor Digital/Online Developers

Main activities

- Working with the Web Administrator to develop the web page layout and its dynamic requirements.
- Programming front-end access for manipulation on the Internet/Intranet.
- Programming front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation e.g. for Internet users joining the site.

Key skills

- An understanding of how the software runs.
- Working knowledge of HTML.
- Ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. May vary from only 12 months to 5 years of relevant experience.

Other comments

Alternative title: Senior Web Programmer

Position Description

Position title: Digital/Online Developer
Position code: 18310
Level: 3

Responsible for

Developing custom programs (often in Perl, Java or C) to extend the functionality and appearance of the site's inactive pages.

Report to

Digital/Online Development Manager or Project Manager

Supervises

No supervisory responsibilities.

Main activities

- Working with the Web Master to develop the web page layout and its dynamic requirements.
- Programming front-end access for manipulation on the Internet/Intranet.
- Programming front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation e.g. for Internet users joining the site.

Key skills

- An understanding of how the software runs.
- Working knowledge of HTML.
- Ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. May vary from only 12 months to 5 years of relevant experience.

Other comments

Alternative title: Web Programmer

Position Description

Position title: SEO/SEM Manager
Position code: 13184
Level: 5

Responsible for

Managing the implementation of strategies to increase search engine traffic to the company's website and other digital assets through search engine optimization/marketing techniques.

Report to

Online Strategy Manager or Digital Strategy Manager.

Supervises

SEO/SEM Specialists

Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Conducting detailed analysis of site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns and reporting back to stakeholders across the business.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

Key skills

Nil.

Internal contacts

Marketing.

External contacts

PPC providers.

Typical experience

5+ years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: Senior SEO/SEM Specialist
Position code: 13185
Level: 4

Responsible for

Leading the implementation of strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

Report to

Online Strategy Manager or Digital Strategy Manager.

Supervises

May mentor more junior SEO/SEM Specialists.

Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Conducting detailed analysis of site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns and reporting back to stakeholders across the business.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

Key skills

Nil.

Internal contacts

Marketing.

External contacts

PPC providers.

Typical experience

3-5 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: SEO/SEM Specialist
Position code: 13190
Level: 3

Responsible for

Implementing strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

Report to

Online Strategy Manager or Digital Marketing Manager

Supervises

No formal supervisory responsibilities.

Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Monitoring and analysing site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

Key skills

Nil.

Internal contacts

Marketing.

External contacts

PPC providers.

Typical experience

At least 3 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: Senior Graphic/Visual Designer
Position code: 18320
Level: 3

Responsible for

Developing the image of the company's external and internal websites, designing brand items and assisting with implementation of corporate brand.

Report to

Graphic/Visual Design Manager, Digital/Online Project Manager/Producer.

Supervises

May supervise Junior Graphic/Visual Designers.

Main activities

- Developing and designing brand items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's web site within guidelines established by the Web Strategist.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

Typical experience

At least five years experience in a Graphic/Visual Designer role, with a demonstrated portfolio.

Other comments

Position Description

Position title: Graphic/Visual Designer
Position code: 18325
Level: 2

Responsible for

Developing the image of the company's external and internal websites through the use of still and animated graphics and their integration with copy provided by the Digital/Online Content Author.

Report to

Graphic/Visual Design Manager.

Supervises

No supervisory responsibilities.

Main activities

- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Composing pages that reflect an appropriate balance of text, graphics and other multimedia elements.
- Designing pages for the company's web site within guidelines established by the Graphic/Visual Design Manager.
- Possibly undertaking user interface tasks.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Understanding of the image quality/performance trade-off when transmitting images over the Internet.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, as well as HTML, XHTML and JavaScript standards.
- Innovative creative skills.

Internal contacts

Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors.

Typical experience

Tertiary qualifications in design and/or relevant industry experience. Demonstrated abilities using web technology.

Other comments

This role has often been filled in smaller sites by an IT Specialist with a flair for creative design.

Position Description

Position title: Website Administrator
Position code: 18330
Level: 3

Responsible for

Designing, developing and maintaining a corporate web site, in order to disseminate information to business partners and to promote the products and services of the company.

Report to

Web/Multimedia Project Manager/Producer.

Supervises

Typically no supervisory responsibilities.

Main activities

- Designing and developing processes needed for customising the site, by both clients and the server.
- Integrating CGI scripts with the Web Server Software.
- Designing and developing processes, typically with Java or VB scripts to be used by client Web Browser Software.
- Occasionally supporting the Web Site Helpdesk when a customer has an unusual technical problem in accessing the site or part of the site.

Key skills

- Strong programming skills.
- Good working knowledge of the components of web sites and an overview of the Internet.

Internal contacts

Marketing and Sales staff, Systems and Software Development staff, LAN Support/Engineering staff.

External contacts

Software and Hardware Suppliers, Customers.

Typical experience

At least 3-5 years of experience in website maintenance coupled with relevant tertiary qualifications in Computer Science or a related discipline.

Other comments

- Alternative title: Web Master
- This position is increasingly automated due to the development of web management software packages.

Position Description

Position title: Principal Firmware / Embedded Engineer
Position code: 19045
Level: 5

Responsible for

Developing, planning and implementing effective analysis, design of software for industry specific applications and systems

Report to

Chief Design Engineer.

Supervises

Firmware / Embedded Engineers

Main activities

- Supervising the activities of a team of assigned Firmware / Embedded engineers in order to provide effective analysis, design, programming and testing skills in the production of systems.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project and software requirements as part of specific assigned work packages in accordance with designated company standards.
- Developing hardware designs according to specific work packages and project needs in accordance with designated company standards.
- Performing technical tasks, including unit test functions to support the internal quality and control arrangements as defined.
- Undertaking assigned integration planning and software-build definition tasks.
- Documenting design code in accordance with required standards.

Key skills

- Good written and oral communication skills.
- Quick to identify and rectify problems.
- Good process management skills.
- Ability to work within a team.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor, customer sub-contractors and technical consultants.

Typical experience

At least 6-8 years of experience in hardware development, preferably with exposure to hardware design. Tertiary qualifications in mechanical or electrical engineering (computing science major).

Other comments

Position Description

Position title: Senior Firmware / Embedded Engineer
Position code: 19050
Level: 4

Responsible for

Development and implementation of software for industry specific applications and systems

Report to

Principal Firmware / Embedded Engineer

Supervises

May supervise the activities of a team.

Main activities

- Plans, improves and manages software applications from inception to use.
- Interface with hardware design and development
- Design and implement software of embedded devices and systems from requirements to production and commercial deployment
- Design, develop, code, test and debug system software
- Analyse and enhance efficiency, stability and scalability of system resources
- Integrate and validate new product designs
- Support software QA and optimize I/O performance
- Provide post production support

Key skills

- Proven working experience in software engineering
- Experience in hands-on development and troubleshooting on embedded targets
- Proven experience in embedded systems design with preemptive, multitasking real-time operating systems
- Familiarity with software configuration management tools, defect tracking tools, and peer review
- Excellent knowledge of OS coding techniques, IP protocols, interfaces and hardware subsystems
- Adequate knowledge of reading schematics and data sheets for components
- Strong documentation and writing skills
- Solid programming experience in C or C++

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors, customer sub-contractors and technical consultants.

Typical experience

At least 4-5 years experience in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

Other comments

Position Description

Position title: Firmware / Embedded Engineer
Position code: 19055
Level: 3

Responsible for

Development and implementation of software for industry specific applications and systems

Report to

Principal Firmware / Embedded Engineer

Supervises

None

Main activities

- Plans, improves and manages software applications from inception to use.
- Interface with hardware design and development
- Design and implement software of embedded devices and systems from requirements to production and commercial deployment
- Design, develop, code, test and debug system software
- Analyse and enhance efficiency, stability and scalability of system resources
- Integrate and validate new product designs
- Support software QA and optimize I/O performance
- Provide post production support

Key skills

- Proven working experience in software engineering
- Experience in hands-on development and troubleshooting on embedded targets
- Proven experience in embedded systems design with preemptive, multitasking real-time operating systems
- Familiarity with software configuration management tools, defect tracking tools, and peer review
- Excellent knowledge of OS coding techniques, IP protocols, interfaces and hardware subsystems
- Adequate knowledge of reading schematics and data sheets for components
- Strong documentation and writing skills
- Solid programming experience in C or C++

Internal contacts

Engineering, Quality Control Specialists, Program Management and Contracts staff.

External contacts

Customers, primarily government and subcontractors.

Typical experience

A minimum of three years experience in design of electronics systems equipment. Tertiary qualifications in engineering (mechanical/electrical) or science qualification.

Other comments

Position Description

Position title: Junior Firmware / Embedded Engineer
Position code: 19060
Level: 2

Responsible for

Carrying out detailed design tasks under supervision.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing support in the design of hardware equipment required to operate systems developed by systems development engineers.
- Assisting in the construction of equipment and monitoring ongoing development according to design.
- Assisting construction staff to ensure timely completion of equipment.

Key skills

- Developed skills and technical training in electronics/engineering.

Internal contacts

Engineering, Quality Control Specialists, Program Management and Contracts staff.

External contacts

Customers, primarily government and subcontractors.

Typical experience

Tertiary qualifications in computer science, IT or electrical engineering (computing science major)

Other comments

This is an entry level position in Firmware / Embedded Engineering.

Position Description

Position title: Senior Mobile Application Developer
Position code: 32315
Level: 4

Responsible for

Development of applications for the iOS/Android platforms, and supporting the live application in the production environment

Report to

Project Manager, Software Project Manager; Team Leader Development

Supervises

No supervisory responsibilities.

Main activities

- Developing mobile applications to meet business and user requirements.
- Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.
- Organise/Participate in customer meetings to gather requirements and analyse and address issues
- Developing appropriate technical documentation for future maintenance.
- Developing appropriate user and operational documentation as required.
- Responsibility for unit and product testing prior to release.

Key skills

- Strong knowledge of Objective C, X-Code, HTML 5, CSS 3, OpenGL, Java and Mobile frameworks
- Good knowledge of Serialization/Threading/Security/Instruments & other advanced Java/Mobile concepts
- Commercial application development experience under at least one of the major mobile platforms.
- Commercial experience creating and implementing object oriented designs.
- Strong understanding of multi-threaded applications and how to build them.
- Knowledge of mobile application purchasing architectures.
- Good working knowledge on SQL Server 2005/2008 or other RDBMS

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of product support.

Typical experience

5-8 years of strong Mobile applications development using iOS and/or Android

Other comments

Position Description

Position title: Mobile Application Developer
Position code: 32320
Level: 3

Responsible for

Developing mobile applications to meet business requirements using the team's development process.

Report to

Project Manager, Software Project Manager; Team Leader Development

Supervises

No supervisory responsibilities.

Main activities

- Developing mobile applications to meet business and user requirements.
- Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation by users.
- Developing appropriate technical documentation for future maintenance.
- Developing appropriate user and operational documentation as required.
- Responsibility for unit and product testing prior to release.

Key skills

- Basic knowledge of major mobile platforms (iOS, Android, Symbian, QT, Bada).
- Commercial application development experience under at least one of the major mobile platforms.
- Commercial experience with Objective-C, Cocoa and UIKit frameworks, OpenGL, Java, Android SDK.
- Experience with developing Augmented Reality applications.
- Strong understanding of multi-threaded applications and how to build them.
- Knowledge of mobile application purchasing architectures.
- Strong knowledge of internet protocols and architectures.
- Commercial experience creating and implementing object oriented designs.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of product support.

Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. May vary from only 12 months to 5 years of relevant experience.

Other comments

Position Description

Position title: Junior Mobile Application Developer
Position code: 32325
Level: 2

Responsible for

Developing mobile applications to meet business requirements using the team's development process.

Report to

Digital/Online Development Manager.

Supervises

No supervisory responsibilities.

Main activities

- eveloping mobile applications to meet business and user requirements.-Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.-Programming for inward data input and interpretation by users.-Supporting the development of technical documentation for future maintenance.-Supporting the development of appropriate user and operational documentation as required.-Conducting unit and product testing prior to release.

Key skills

- asic knowledge of major mobile platforms (iOS, Android, Symbian, QT, Bada).-Commercial application development experience under at least one of the major mobile platforms.-Commercial experience with Objective-C, Cocoa and UIKit frameworks, OpenGL, Java, Android SDK, Swift and Go.-Experience with developing Augmented Reality applications.- Understanding of multi-threaded applications and how to build them.-Knowledge of mobile application purchasing architectures.-Knowledge of internet protocols and architectures.-Commercial experience creating and implementing object oriented designs.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of product support.

Typical experience

0 - 2 years experience. Tertiary qualifications in Computer Science, Information Technology or Engineering.

Other comments

Position Description

Position title: SAP Project Manager
Position code: 32020
Level: 5

Responsible for

Managing the end-to-end delivery of a SAP project. Can have one large project or multiple smaller projects.

Report to

Senior Manager - Applications Services, Project Director/Program Manager.

Supervises

Team(s) of Development Specialists - usually between 10 and 20 staff.

Main activities

- Managing the end-to-end delivery of SAP application solutions requiring a high level of integration skills and within a predefined quality standard.
- Delivering the project with required commercial practices to ensure project profitability.
- Controlling Development projects, schedules and quality standards.
- Ensuring applications programs are delivered on time, meet user requirements, and can be easily modified and maintained.
- Liaising with users/clients and reporting project costs and progress.
- Managing the project integration activities (including outsourced Contractor/Consultant work and internal IT employees) and systems integration.
- Testing activities ensuring a quality product is delivered.

Key skills

- Effective leadership skills.
- Good skills in user liaison and in controlling the planning and implementation of large Applications Development projects.

Internal contacts

Financial Controller, User groups, Business Unit Management.

External contacts

Vendors of Professional Services/Outsourcing, Suppliers of Hardware and Software.

Typical experience

At least 7 years of experience in Software Development, with 3-4 years in SAP Systems Design and Project Supervision. Sound understanding of up to date SAP architecture and working knowledge of application modules and technology.

Other comments

Successfully delivered large mainframe or client server projects requiring a high level of integration knowledge. Alternative Title: Program Manager.

Position Description

Position title: Principal SAP Functional Consultant
Position code: 32023
Level: 5

Responsible for

Providing expert level specialist solutions to customer/business in designing SAP modules and planning its integration and implementation.

Report to

Project Manager

Supervises

May lead less experienced SAP Functional Consultants.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating the business' needs, thus contributing to strategic planning of SAP systems facilities and technology.
- May oversee the implementation of modules such as SRM, CRM, Payroll, Finance or HR
- Planning and coordinating resources necessary to complete SAP implementation.
- Acting as a technical "thought" leader regarding SAP design and implementation.
- Managing a team of SAP functional consultants (largely dependent on the size and scope of SAP project).
- Providing expert advice on specific SAP modules and applications - best business practices and cross-functional solutions

Key skills

- Specialist knowledge of at least one functional area or module, coupled with strong analytical skills.
- Recognised as leading specialist in specialty area.
- Good understanding of broad business issues.
- Ability to lead IT professionals.

Internal contacts

Business Managers, SAP Project/Program Managers, ABAP Developers, Test Analysts and Product Specialists.

External contacts

Customers at the middle to senior management level, various specialist consultants and peripheral suppliers.

Typical experience

Tertiary level qualifications coupled with at least 7+ years of experience in business management, IT, systems integration consulting or design with more than 3-4+ years SAP project implementation experience.

Other comments

Alternative Title: Principal SAP Functional Lead

Position Description

Position title: Senior SAP Functional Consultant
Position code: 32024
Level: 4

Responsible for

Providing specialist solutions in designing and implementing SAP modules and planning the solution in a implementation.

Report to

Professional Services Manager, Team Leader, SAP Project Manager

Supervises

May lead less experienced SAP Functional Consultants.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating the business' needs, thus contributing to strategic planning of SAP systems facilities and technology.
- May implement modules such as SRM, CRM, Payroll, Finance or HR
- Planning and coordinating resources necessary to complete SAP implementation.
- Liaising with stakeholders during preliminary installation and testing of developed SAP solutions/products.
- Managing a team of SAP functional consultants (largely dependent on the size and scope of SAP project).
- Participating in system development, configuration and testing

Key skills

- Specialist knowledge of at least one functional area or module, coupled with strong analytical skills.
- Recognised as leading specialist in specialty area.
- Good understanding of broad business issues.
- Ability to lead IT professionals.

Internal contacts

Business Managers, SAP Project/Program Managers, ABAP Developers, Test Analysts and Product Specialists.

External contacts

Customers at the middle to senior management level, various specialist consultants and peripheral suppliers.

Typical experience

Tertiary level qualifications coupled with at least 4-8 years of experience in business management, IT, systems integration consulting or design with more than 2 years SAP project implementation experience.

Other comments

Alternative Title: Senior SAP Business Analyst

Position Description

Position title: SAP Functional Consultant
Position code: 32025
Level: 3

Responsible for

Providing specialist solutions in designing and implementing SAP modules and planning the solution in a implementation

Report to

SAP Project Manager, SAP Team Leader

Supervises

No supervisory responsibilities.

Main activities

- Designing and developing high quality SAP business solutions
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Meeting with user groups to gather and analyse end user requirements.
- May implement modules such as SRM, CRM, Payroll, Finance or HR
- Participating in system development, configuration and testing

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of SAP architecture, programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Sound technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.

Internal contacts

Business Managers, SAP Project/Program Managers, ABAP Developers, Test Analysts, Business partners

External contacts

External consultants

Typical experience

At least 3-5 years of experience in IT, with at least 2 years experience in a business environment coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Alternative Title: SAP Business Analyst

Position Description

Position title: SAP Developer
Position code: 32030
Level: 3

Responsible for

Developing and maintaining SAP applications software.

Report to

SAP Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Designing, coding, testing and installing SAP applications programs - up to 75% - either in one major program or a range of programs across platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

Key skills

- Developed skills in ABAP and a module of SAP - demonstrated proficiency in an SAP environment.
- Working knowledge of at least one relevant operating system (e.g.. UNIX, Windows).

Internal contacts

Product Managers, Development Specialists, Field Service and Technical Support staff.

External contacts

Vendors of Hardware and Software, Distributors, and Sub-Contractors.

Typical experience

At least 2-4 years in Functional Analysis, Applications Design and Programming with a minimum of 2 of these years in a large scale, leading edge environment.

Other comments

Alternative Title: SAP Configurer/Developer.

Position Description

Position title: SAP Junior Developer
Position code: 32035
Level: 2

Responsible for

Converting SAP applications specifications into operable programs.

Report to

SAP Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing applications programs - most of the time (up to 100%) will be spent writing code either in one major program or in a variety of programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

Key skills

- Good understanding of ABAP and one module of SAP architecture/applications programs (e.g. HR, Finance, Manufacturing) although may not have total familiarity with all aspects.
- Good skills in personal work organisation and time management.

Internal contacts

Systems Engineers, Systems Analyst, Field Services Engineers, Technical Support staff.

External contacts

Hardware and Software Suppliers, external Software Specialists and Consultants

Typical experience

2-4 years experience in programming in a large scale leading edge IT environment, including at least 1 year ABAP experience.

Other comments

Position Description

Position title: Senior SAP Basis Administrator
Position code: 32038
Level: 4

Responsible for

Developing systems, processes and procedures to maintain the operational effectiveness of SAP solutions.

Report to

SAP Basis Team Leader, Senior Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities. May act as a technical mentor of less experienced employees.

Main activities

- Managing SAP Basis and SAP databases.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Developing operational procedures, systems and processes.
- Acting as an escalation point for SAP Basis faults and customer requests.
- Participating in Basis project work as the technical specialist.
- Performing technical administrative activities.

Key skills

- Strong analytical, troubleshooting and problem solving skills.
- Good oral and written communication skills.
- Good time management and the ability to prioritise competing tasks.
- Specialist skills in all aspects of SAP Basis systems administration.
- Specialist knowledge of security policies and procedures.
- Knowledge of SAP oriented tools to automate daily administration tasks e.g. Mercury, ABAP Query, IDOC, etc.

Internal contacts

All users, SAP Project Teams, Technical Support Department.

External contacts

Vendors of Hardware, Service and Software, Customers and SAP.

Typical experience

Tertiary level qualifications in Computer Science or Information Technology or similar, coupled with SAP Basis training and at least 4 - 7 years commercial experience in a SAP Basis role.

Other comments

Position Description

Position title: SAP Basis Administrator
Position code: 32039
Level: 3

Responsible for

Maintaining and supporting the operational effectiveness of the SAP environment according to established strategies, procedures and guidelines.

Report to

SAP Basis Team Leader, Senior Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Managing SAP Basis and SAP databases.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Actioning Basis incidents and requests of customers.
- Performing administrative activities.
- Managing own service desk calls.

Key skills

- Strong analytical, troubleshooting and problem solving skills.
- Good oral and written communication skills.
- Good time management and the ability to prioritise competing tasks.
- Thorough knowledge of security policies and procedures.
- A capacity for systematic analysis.
- Knowledge of SAP oriented tools to automate daily administration tasks e.g. Mercury, ABAP Query, IDOC, etc.

Internal contacts

All users, SAP Project Teams, Technical Support Department.

External contacts

Vendors of Hardware, Service and Software, Customers and SAP.

Typical experience

Tertiary level qualifications in Computer Science or Information Technology or similar, coupled with SAP Basis training with at least 1 - 3 years experience in a similar or related SAP Basis role.

Other comments

Position Description

Position title: Principal Design Engineer
Position code: 18285
Level: 5

Responsible for

Developing, planning and implementing effective analysis, design, programming and testing skills to the production software systems. Has significant input into technical direction of the software team and is involved in product strategy decisions.

Report to

Software Project Manager/Director.

Supervises

Design Engineering teams.

Main activities

- Supervising the activities of a team of assigned software engineers, to provide effective analysis, design, programming and testing skills in the production of large software systems, or performing specialist roles in software research and technology.
- Supporting the internal quality and control requirements defined by company policy, possibly acting as a cost account manager.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project software (and hardware) requirements in accordance with designated company standards.
- Undertaking software design code and test of entire projects in accordance with designated company standards of methodology, style and quality.
- Introducing appropriate (possibly state-of-the-art) software development tools and methodologies as appropriate to the project.
- Significant input into preparing project proposals as required.
- Checking for patent infringements and recommending new patents.

Key skills

- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor, customer sub-contractors and technical consultants.

Typical experience

8+ years experience in software development preferably with experience in systems engineering. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

Other comments

Alternative Title: Principal Software Engineer.

Position Description

Position title: Senior Design Engineer
Position code: 18290
Level: 4

Responsible for

Applying effective analysis, design, programming and testing skills to produce software systems. Assisting with the technical direction of projects.

Report to

Principal Design Engineer.

Supervises

May supervise the activities of a team.

Main activities

- Conducting analysis of project and software requirements as part of specific assigned work packages (more difficult than those of a Software/Design Engineer), in accordance with designated standards of methodology, style and quality.
- Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Originating, using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Undertaking assigned integration planning and software building definition tasks.
- Providing first hand supervision and guidance to designated lower level Software Engineers on assigned activities.
- May act as technology authority in short or long term planning, making recommendations on technical policies within an overall program.
- Assisting in the preparation of project proposals.
- Identifying areas of design that have potential to be patented.

Key skills

- Good written and oral communications. Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accordance with established standards.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractors, customer sub-contractors and technical consultants.

Typical experience

At least 4-5 years experience in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

Other comments

Alternate Title: Software Engineer.

Position Description

Position title: Design Engineer
Position code: 18295
Level: 3

Responsible for

Applying effective analysis, programming and testing skills to the production of software systems and beginning to assist with the technical direction of projects.

Report to

Principal Design Engineer.

Supervises

No supervisory responsibilities.

Main activities

- Conducting analysis of project and software requirements as part of the specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using, promoting and assisting with the origination of the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Assisting with integration planning and software building definition tasks.
- Providing input to more senior engineers for use in the preparation of project proposals.
- Providing guidance (technical direction) to junior engineers on common work packages.
- Carrying out patent searches for possible design infringements. Identifying areas of design that have potential to be patented.

Key skills

- Good written and oral communications.
- Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accord with established standards.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor and customer, sub-contractors and technical consultants.

Typical experience

At least 2-3 years experience in software development. Tertiary qualifications in computer science, IT or Electrical Engineering (Computer Science major).

Other comments

Alternative Title: Advanced Software Engineer

Position Description

Position title: Junior Design Engineer
Position code: 18300
Level: 2

Responsible for

Applying effective analysis, design, programming and testing skills to the production of software systems.

Report to

Principal Design Engineer.

Supervises

No supervisory responsibilities.

Main activities

- Conducting (under guidance) analysis of project and software requirements as part of specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing (under guidance) software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Participating in planning of assigned work packages to achieve prescribed objectives and reports on progress against this plan.
- Carrying out patent searches for possible design infringements. Identifying areas of design that have potential to be patented.

Key skills

- Good written and oral communications.
- Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accord with established standards.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor and customer, sub-contractors and technical consultants.

Typical experience

At least 1 year in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

Other comments

Alternative Title: Software Engineer.

Position Description

Position title: Graduate Software Design Engineer
Position code: 18301
Level: 1

Responsible for

Assisting in developing and testing software modules, which are pre-defined by a supervisor and controlled via work authorities.

Report to

Principal Software Design Engineer.

Supervises

No supervisory responsibilities

Main activities

- Conducting (under guidance) minor analysis of project and software requirements as part of specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing (under guidance) software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Participating in planning of assigned work packages to achieve prescribed objectives and reports on progress against this plan.
- Carrying out patent searches for possible design infringements.
- Identifying areas of design that have potential to be patented.

Key skills

- Good written and oral communications.
- Ability to demonstrate knowledge and competence in technical area.
- Ability to analyse and solve problems creatively.
- An inquiring mind. Good knowledge of theory in relation to task to be performed.
- Ability to work to deadlines under supervision.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor and customer, sub-contractors and technical consultants.

Typical experience

Less than 1 year in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

Other comments

Alternate Title: Software Engineer.

Position Description

Position title: Technical Consultant - Applications Development
Position code: 18055
Level: 4

Responsible for

Providing technical support to computer users, covering both equipment and software.

Report to

Project Manager, Senior Manager - Applications Services, Senior Manager - Architectural Services.

Supervises

No supervisory responsibilities.

Main activities

- Providing advice, technical directions and consultancy (including program debugging).
- Appraising and reporting on new techniques and products, and making recommendations on the acquisition of advanced technology.
- Facilitating the introduction of 'leading edge' technologies to the organisation, such as 4GL's, advanced graphics, CRM, E-Business, 3-Tier Architecture, Electronic Funds Transfer (EFT) etc.
- Providing a Centre of Excellence in the above areas and may be assigned to projects using new technology.

Key skills

- Expert skills in many programming areas, including operating systems and utilities, and applications development tools.
- Knowledge of electronic concepts in hardware operation, and new computing directions and technologies.
- Analytical and problem solving skills.
- Good interpersonal and consultative skills.

Internal contacts

User Groups, Finance and Administration staff.

External contacts

Consultants, Suppliers of Hardware and Software.

Typical experience

At least 10 years experience in Data Processing, primarily in software development and maintenance.

Other comments

Position Description

Position title: Senior Systems Analyst/Architect
Position code: 18060
Level: 4

Responsible for

Analysing and specifying applications systems requirements and design.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working with users, particularly on larger projects, to define the requirements of an application and specifying an optimum design for subsequent development.
- Selecting suitable software packages and analysing systems and data.
- Assisting in staff supervision and training and providing assistance and guidance to programming staff during the development and testing of applications.
- Achieving necessary design and systems security standards.

Key skills

- Advanced skills and considerable experience in one or more of the major programming languages, and in the evaluation of equipment and software options.
- A good understanding of the current DP systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis skills gained within a specific industry and developed through liaising with clients.

Internal contacts

Programming staff, User department.

External contacts

Software suppliers, external software specialists, other software Users.

Typical experience

Typically has more than 10 years in software development and programming with at least 5 years on systems specifications and design.

Other comments

In this senior role activities will relate to the more advanced or costly assignments.

Position Description

Position title: Systems Analyst
Position code: 18065
Level: 3

Responsible for

Analysing and specifying applications systems requirements and design.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working with users to define the requirements of an application and specifying an optimum design for subsequent development.
- Selecting suitable software packages.
- Achieving the necessary design and systems security standards.
- Providing operational support for existing applications systems. This may include:
 - Analysing systems and data
 - Monitoring systems performance
 - Diagnosing problems and resolving these with users
 - Making appropriate changes to documentation.

Key skills

- Advanced skills in one or more of the major programming languages and in the evaluation of hardware and software options.
- Good understanding of the current IT systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis abilities. The latter is usually based on specific industry knowledge (Banking, Manufacturing etc.) and considerable User liaison.
- Strong technical documentation skills.

Internal contacts

User Groups at a senior level,

External contacts

Suppliers of Hardware and Software.

Typical experience

At least 5 years of experience in Software Development and Programming, with at least 2 years in systems specification and design.

Other comments

Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems into production).

Position Description

Position title: Documentation Manager
Position code: 32041
Level: 5

Responsible for

Writing, revising and editing information manuals for hardware or software products. Understanding the market/audience to cater to demonstrations, training for users and reference materials.

Report to

Software Project Manager

Supervises

Technical Writers

Main activities

- Develop release notes, assembly-and-installation instructions, online help systems, training materials, reference documentation and possibly Internet-based content
- Generates project proposals and manages the time line to complete products according to the overall project plan. Typically designs and manages the packaging
- Editing contributions provided by product specialists to produce unified and consistent support documents
- Working on tasks with technical complexity
- Using media channels such as manuals, help systems, on-line tutorials, installation guides and quick reference guides

Key skills

- Attention to detail
- An ability to write in an easily understandable manner
- Ability to liaise with development staff

Internal contacts

Developers, quality assurance, technical support, sales and marketing personnel

External contacts

Exchanging information with specialists/Users in sites.

Typical experience

Bachelors degree and a minimum of 2 years in leading document projects. 5+ years as a technical writer

Other comments

Position Description

Position title: Senior Technical Writer
Position code: 32040
Level: 4

Responsible for

Writing and revising information about company products using software tools and system components. Typically including such items as manuals, help systems, on-line tutorials, installation guides and quick reference guides presented in any media.

Report to

Documentation Manager or Software Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Editing contributions provided by product specialists to produce unified and consistent support documents.
- Analysing program outlines and computer codes and liaising with product specialists to produce support manuals.
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of large scope and technical complexity.

Key skills

- Specialist knowledge of technical area.
- An ability to write in an easily understandable manner.
- Ability to deal with Specialist Computing Development staff.
- PC/Desktop publishing skills.

Internal contacts

Members of project teams.

External contacts

Exchanging information with specialists/Users in sites.

Typical experience

Engineering/technical qualifications and/or a working knowledge of systems being developed, at least 3-4 years of relevant work experience.

Other comments

Position Description

Position title: Technical Writer
Position code: 32045
Level: 3

Responsible for

Writing and revising information about company products (e.g. manuals, help systems, on-line tutorials, installation guides and quick reference guides) using software tools and system components.

Report to

Documentation Manager or Software Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Editing contributions of Development Specialists to produce unified, consistent support documents.
- Analysing program outlines and computer codes and liaising with Development Specialists to produce support manuals.
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of moderate scope and technical complexity.

Key skills

- PC/Desktop publishing skills.
- Specialist knowledge of technical area.
- Ability to write in an easily understandable manner.

Internal contacts

Users, Applications Programmers.

External contacts

Limited external contacts.

Typical experience

Engineering/Technical qualifications and/or a working knowledge of systems.

Other comments

Position Description

Position title: Head of Testing
Position code: 18099
Level: 6

Responsible for

Managing multiple testing teams to ensure effective use of testing resources, optimization of testing strategies and environments, and continual improvement of the testing function.

Report to

General Manager - Applications Services.

Supervises

Test Managers, Test Analysts.

Main activities

- overseeing the provision and management of the organisation's integrated test environments.-Managing test environments for multiple projects at the enterprise level.-Proactively managing the continual improvement of the testing function and test strategies.-Development and periodic review of consistent test environment methodologies, disciplines and processes using associated best practices across assigned lines of business.-Responsible for the people management of the individual teams within the Testing function, including performance appraisals and recruitment of new team members.-Managing relationships with business units and project director/project managers.-Acting as an escalation point on the management of risks and issues related to testing service.-Managing testing team resources to ensure appropriate knowledge, skill sets, hardware and software available to provide a quality service to the business.-Managing relationships with external suppliers to meet test environment support requirements.

Key skills

- strong project and people management skills.-Excellent communication skills, both oral and written.-Ability to establish strong relationships internally.-In depth understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.-In depth knowledge of and track record in applying the principles of a software development life cycle.-Strategic influence.-Relationship management skills.

Internal contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

External contacts

Vendors.

Typical experience

10+ years commercial IT experience, ideally with 7+ years in a senior IT/business role coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Test Manager
Position code: 18095
Level: 5

Responsible for

Managing the development and implementation of test strategies that optimise the organisation's current testing environments for maintenance, enhancement and replacement of existing systems.

Report to

Project Director, General Manager - Applications Services.

Supervises

Test Managers, Test Analysts.

Main activities

- Ownership and accountability for the provision and management of the organisation's integrated test environments.
- Managing test environments for multiple projects at the enterprise level.
- Leading the delivery and implementation of consistent test environment methodologies, disciplines and processes using associated best practices across assigned lines of business.
- Managing, developing and mentoring the individual members of the Test team.
- Managing the relationship with the business customers and associated parties of the integrated test environments.
- Overseeing the continual improvement of the testing service.
- Managing risks and issues related to the provision of the testing service.
- Responsibility for people management of all individuals assigned to the testing team including performance appraisals and personal development planning.
- Periodic reporting of test environment status for all projects under management.
- Engaging external suppliers to meet test environment support requirements.

Key skills

- Strong project management skills.
- Excellent communication skills, both oral and written.
- Ability to establish strong relationships internally.
- In-depth understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- Track record in applying the principles of a software development life cycle.
- Strong customer focus.
- Strategic influence.

Internal contacts

Project Managers/Leaders, Users, Applications and Systems Teams.

External contacts

Vendors, Outsourcers.

Typical experience

10+ years commercial IT experience, with at least 3-5 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Manager - Testing.

Position Description

Position title: Test Manager
Position code: 18100
Level: 4

Responsible for

Developing and implementing a Test strategy that optimises the organisation's current testing environments and implements solutions for maintenance, enhancement and replacement of existing systems.

Report to

Senior Test Manager.

Supervises

Test Analysts.

Main activities

- Developing and refining test processes, methodologies, disciplines and measurements across all technologies.
- Establishing good relationships with business customers.
- Actively promoting Testing principles and disciplines with business customers plus IT groups and seek feedback on effectiveness of testing processes.
- Measuring and reporting of Test results throughout the stages of the development life cycle relating to Testing as outlined in the development methodology.
- Ensuring Test environments are properly established to control and monitor end-to-end Testing of applications and infrastructure components.
- Identifying and implementing strategies to meet organisation's Testing needs, in conjunction with subject matter experts.
- Identifying, revising and enhancing adherence to processes and standards used within the Test function.
- Ensuring the Testing environment has the right tools (manual and / or automated) in place enabling practitioners to deliver a consistent and quality output.
- Identifying the Test capability required to meet current and future project demand in all the specialised technical disciplines.
- Ensuring the appropriate quality and quantity of skilled people are available.

Key skills

- Excellent communication skills, both oral and written.
- Project management skills.
- Ability to establish strong relationships internally.
- Good understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- Track record in applying the principles of a software development life cycle.

Internal contacts

Project Managers/Leaders, Users, Applications and Systems Teams.

External contacts

Vendors, Outsourcers.

Typical experience

5-7+ years test experience/and commercial IT experience, with at least 3 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Manager - Testing.

Position Description

Position title: Senior Automation Test Analyst
Position code: 18113
Level: 4

Responsible for

Develop and integrate automated test suites and perform end to end testing across both non-functional and functional phases.

Report to

Senior Test Manager

Supervises

Automation Test Analysts

Main activities

- Design of an automation framework, ensuring usability, effectiveness, efficiency and maintainability are met.
- Build, run and update automation scripts of varying complexity.
- Analyse system documentation and provide comprehensive feedback around testability.
- Create and maintain a mechanism for tracking changes to the framework.
- Review feedback from the business as to any issues with the determined technical direction and develop strategies to mitigate them.
- Provide recommendations to the Test Managers based on results and findings.
- Use testing processes and procedures e.g. Agile and/or Vmodel methodologies as per project requirements.

Key skills

- Extensive experience with test/automation tools.
- Experience using XML/XSLT scripts and writing VBS.
- Excellent software, technical and testing knowledge.
- Solid experience with developing, reviewing and executing complex automated test cases.
- Ability to learn new applications, business processes and procedures quickly.
- Strong verbal and written communication skills.

Internal contacts

Users, Applications and Systems Team

External contacts

Typical experience

5+ years experience in an automated testing role. Experience with developing, reviewing and executing complex automated test cases.

Other comments

Position Description

Position title: Automation Test Analyst
Position code: 18114
Level: 3

Responsible for

Participating in the test automation tool selection process. Developing and integrating automated test suites.

Report to

Senior Test Manager

Supervises

None

Main activities

- Contribute to the design of an automation framework, ensuring usability, effectiveness, efficiency and maintainability are all core to the design.
- Build, run and update automation scripts of varying complexity.
- Provide effective training to staff enabling them to use the framework including a combination of demonstrations and supportive documentation.
- Understand highly complex coding, conduct QA on team member's work, ensuring team members adhere to documented standards and processes.
- Contribute to the creation and maintenance of a mechanism for tracking changes to the framework.
- Assist with seeking feedback from the business as to any issues with the determined technical direction and develop strategies to mitigate them.
- Follow testing processes and procedures - Agile and/or Vmodel methodologies as per project requirements.

Key skills

- Extensive experience with test/automation tools.
- Experience using XML/XSLT scripts and writing VBS.
- Excellent software, technical and testing knowledge.
- Solid experience with developing, reviewing and executing complex automated test cases.
- Ability to learn new applications, business processes and procedures quickly.
- Strong verbal and written communication skills.

Internal contacts

Users, Applications and Systems Team

External contacts**Typical experience**

3+ years experience in an automated testing role. Experience with developing, reviewing and executing complex automated test cases.

Other comments

Position Description

Position title: Senior Test Analyst
Position code: 18105
Level: 3

Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

Report to

Test Manager.

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Consulting on testing matters to business and IT project managers.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Extensive knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

Internal contacts

Project managers, development teams, users.

External contacts

Typically none.

Typical experience

Solid commercial IT experience, industry knowledge and at least 3-5 years Testing experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Test Analyst
Position code: 18110
Level: 2

Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

Report to

Test Manager.

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Consulting on testing matters to business and IT project managers.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Extensive knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

Internal contacts

Project managers, Development Teams, Users.

External contacts

Typically none.

Typical experience

Commercial IT experience, industry knowledge and at least 1-3 years IT testing experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Junior Test Analyst
Position code: 18111
Level: 1

Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

Report to

Test Manager, Team Leader or Senior Test Analyst

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

Internal contacts

Project managers, Development Teams, Test Analysts

External contacts

Typically none.

Typical experience

Limited to no experience in software testing. Completed or completing tertiary qualifications in Information Systems, Computer Science or related discipline.

Other comments

This may be viewed as an entry level or developmental position for an employee training to be a competent Test Analyst

Position Description

Position title: Senior UI/UX Manager
Position code: 32170
Level: 6

Responsible for

Providing strategic direction and guiding/mentoring UX practitioners in the creation of user experiences for products and solutions.

Report to

Chief Technology Officer

Supervises

Senior User Experience Designers, User Experience Designers.

Main activities

- Drive strategic vision to design efforts that focus on delivering user experiences.
- Understand what our users are doing and why.
- Employ strong understanding of UX best practices.
- Track design progress, identify potential issues, and proactively work on solutions.
- Launch ideas (e.g. final wires, detailed flows, error states, etc) and assist in post launch analysis with the analytics and research team.
- Provide guidance to user experience design teams.
- Develop the team to their full potential through training, coaching, and feedback.

Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of UX best practices.
- Ability to understand highly complex products.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts

Typical experience

10+ years experience as a UX designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

Other comments

Please note: Definition of User experience versus User Interface (smaller organisation may have these two functions/skill sets in one role), User Experience is responsible for the research and design specification and ongoing modification of products and solutions, however not programming. User Interface is responsible for coding and programming to support efficient, and user friendly operation of products, UI will have some knowledge of development research and design to enable outcomes.

Position Description

Position title: UI/UX Manager
Position code: 32175
Level: 5

Responsible for

Providing strategic direction and guiding/mentoring UX practitioners in the creation of user experiences for products and solutions.

Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications

Supervises

Senior User Experience Designers, User Experience Designers.

Main activities

- Drive strategic vision to design efforts that focus on delivering user experiences.
- Understand what our users are doing and why.
- Employ strong understanding of UX best practices.
- Track design progress, identify potential issues, and proactively work on solutions.
- Launch ideas (e.g. final wires, detailed flows, error states, etc) and assist in post launch analysis with the analytics and research team.
- Provide guidance to user experience design teams.
- Develop the team to their full potential through training, coaching, and feedback.

Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of UX best practices.
- Ability to understand highly complex products.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts**Typical experience**

8+ years experience as a UX designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

Other comments

Please note: Definition of User experience versus User Interface (smaller organisation may have these two functions/skill sets in one role), User Experience is responsible for the research and design specification and ongoing modification of products and solutions, however not programming. User Interface is responsible for coding and programming to support efficient, and user friendly operation of products, UI will have some knowledge of development research and design to enable outcomes.

Position Description

Position title: Senior UI/UX Designer
Position code: 32180
Level: 4

Responsible for

Designing the overall and detailed experience of the organisation's websites, online applications and mobile products by developing the information, interaction and user interface design. The solutions must enable the business to achieve its key objective but must also represent the user interests amongst competing objectives from different business groups.

Report to

Project Team Leader - Applications, Project Manager - Applications, User Experience Managers

Supervises

May mentor junior User Experience Designers

Main activities

- Developing and analyse customer/user profiles, task scenarios for target segments as part of the user experience design process. Designing the user experience including information flow, interaction model and the user interface.
- Facilitating workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities>
- Creating deliverables including conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wireframes, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Developing new types of deliverables, workshops or presentations as necessary, as well as producing prototypes for team walkthroughs and user testing.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Conducting competitive analysis of domestic and international markets to identify trends and best practice user interface models and design.
- Providing coaching, mentoring and career development for junior staff.
- Ensuring all direct reports have job descriptions, development plans and performance agreements in place.

Key skills

- Strong knowledge of user-centred design methodologies, within the fields of usability, information architecture, technical communication and product development.
- Knowledge of techniques and ability to validate the take-up of solutions with users (i.e. Conducting usability testing, producing heuristic evaluation reports).
- Good understanding of internet trends and web technologies (e.g. HTML, use of CSS for page layouts, XHTML, RSS, JavaScript, AJAX), and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development lifecycles.
- Proven ability to work independently, deliver and work on multiple projects at the same time.
- Experience identifying and managing stakeholder issues and risks.
- Strong ability to build relationships, influence and liaise confidently with stakeholders from all layers of an organisation.
- Ability to solve problems proactively and to select the most appropriate method or technique. Experienced working at a strategic level (identify the most useful solution) and a detailed level (design the solution)

Internal contacts

Product Managers, Product Directors, Sales teams, Development teams, User Interface Developers, Web Designers, Project Managers.

External contacts

User groups, Usability Consultants.

Typical experience

Bachelor degree in Cognitive Psychology, Human Computer Interaction, or equivalent. Minimum 5 years' experience in a User Experience, Information Architecture or Usability role preferably for internet based products. A portfolio of work that showcases information, interaction and interface design skills across a range of different projects. Portfolio should include specific examples of wireframes, functional specifications, interaction flows, site maps etc.

Other comments

Alternative Title: Senior UX Designer

Position Description

Position title:	UI/UX Designer
Position code:	32185
Level:	3

Responsible for

Designing the overall and detailed experience of the organisation's websites, online applications and mobile products by developing the information, interaction and user interface design.

Report to

Project Team Leader - Applications or Project Manager - Applications, User Experience Managers

Supervises

No supervisory responsibilities.

Main activities

- Developing and analyse customer/user profiles, task scenarios for target segments as part of the user experience design process. Designing the user experience including information flow, interaction model and the user interface.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wireframes, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Developing new types of deliverables, workshops or presentations as necessary, as well as producing prototypes for team walkthroughs and user testing.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Contributing to the development of the user experience discipline so that it has standardised approaches, tools, processes and deliverable that are of best practice.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

Key skills

- Knowledge of user-centred design methodologies, information architecture and usability principles gained through related roles.
- Good understanding of internet trends and web technologies (e.g. HTML, use of CSS for page layouts, XHTML, RSS, JavaScript, AJAX), and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development lifecycles.
- Proven ability to deliver work on multiple projects at the same time
- Strong desire to design useful and usable solutions and passion for users.
- Superb written and verbal communication skills, including detailed report writing.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts

Typical experience

Bachelor degree in Cognitive Psychology, Human Computer Interaction, or equivalent. Minimum 3 years experience in a related online role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing). Some knowledge of website or software development process. Some front end design skills - technical knowledge of HTML, use of CSS for page layouts, XHTML, RSS, JavaScript, AJAX, and emerging standards based web technology and internet viewing devices. Knowledge of market research techniques.



Other comments

Alternative Title: UX Designer, User Experience Designer

Position Description

Position title: Senior UI/UX Engineer
Position code: 18355
Level: 4

Responsible for

Converting specifications from designers into operable websites, mobile applications and other digital assets by coding/programming the front end and user interface. Providing a higher level of expertise for more complex development scenarios.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

May mentor more junior User Interface Developers.

Main activities

- Liaising with stakeholders to understand UI/presentation layer requirements and project aims.
- Interpreting and translating static design elements and UX requirements into functional and interactive user interfaces.
- Coding more complex elements of the front end of a website or application that reflects the visual design direction, and works within the established technical framework.
- Understanding and evaluating potential browser/device incompatibilities, and working to minimise these.
- Undertaking graphics manipulation and optimisation to allow for complex designs.
- May be required to integrate database technologies (e.g. MySQL) into the website/application.
- May be required to integrate eCommerce solutions into the website/application.
- Ensuring appropriate debugging, troubleshooting and maintenance of code documentation is undertaken.

Key skills

- Highly developed skills in multiple major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Objective-C, Swift).
- Experience with Visual Design software.
- Understanding of architecture and design standards, and in particular responsive design.
- Good written and verbal communication skills.
- Familiarity with the development process.

Internal contacts

User Experience Designers, Project Managers, Marketing.

External contacts

Typical experience

Degree in Computer Science, plus interest or experience in Visual Design. 3-5 years experience in development/programming role.

Other comments

This role does not produce the designs/wireframes for the digital assets - this role is responsible for coding or programming based on specifications provided by a design team (particularly User Experience Designers). This role would work closely with the design team throughout the build process.

Alternate Title: Senior UI Developer

Position Description

Position title: UI/UX Engineer
Position code: 18360
Level: 3

Responsible for

Converting specifications from designers into operable websites, mobile applications and other digital assets by coding/programming the front end and user interface.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

No formal supervisory responsibilities.

Main activities

- Liaising with stakeholders to understand UI/presentation layer requirements and project aims.
- Interpreting and translating static design elements and UX requirements into functional and interactive user interfaces.
- Coding the front end of a website or application that reflects the visual design direction, and works within the established technical framework.
- Understanding and evaluating potential browser/device incompatibilities, and working to minimise these.
- Undertaking graphics manipulation and optimisation to allow for complex designs.
- May be required to integrate database technologies (e.g. MySQL) into the website/application.
- May be required to integrate eCommerce solutions into the website/application.
- Debugging, troubleshooting and maintaining code documentation.

Key skills

- Developed skills in one or more major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Objective-C, Swift).
- Experience with Visual Design software.
- Understanding of architecture and design standards, and in particular responsive design.
- Good written and verbal communication skills.
- Familiarity with the development process.

Internal contacts

User Experience Designers, Project Managers, Marketing.

External contacts**Typical experience**

Degree in Computer Science, plus interest or experience in Visual Design. Minimum 3 years experience in development/programming role.

Other comments

This role does not produce the designs/wireframes for the digital assets - this role is responsible for coding or programming based on specifications provided by a design team (particularly User Experience Designers). This role would work closely with the design team throughout the build process.

Alternate Title: UI Developer

Position Description

Position title: Java/J2EE Senior Developer
Position code: 32005
Level: 4

Responsible for

Designing, developing and maintaining J2EE applications. Approximately one third of the employee's time will be spent writing code/programming.

Report to

Project Manager.

Supervises

May mentor Java/J2EE developers.

Main activities

- Designing, coding, testing and installing Java/J2EE applications either across multiple platforms.
- Developing operating and system documentation.
- Working with users to evaluate IT applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Advanced skills and knowledge of the Java language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising JDBC interface.
- In depth knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Advanced Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Ability to understand the essential needs of Users and meet these in well-designed programs.
- Good skills in time and resource management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

7+ years in Software Development, with at least 3 years in a large IT site coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Titles: Senior Software Developer; Senior Applications Developer. Please match Applications Team Leaders to Project Team Leader - Applications.

Position Description

Position title: Java/J2EE Developer
Position code: 32010
Level: 3

Responsible for

Designing, developing and maintaining J2EE applications.

Report to

Project Team Leader, Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

- Designing, coding, testing and installing Java/J2EE applications programs up to 75% of the time across multiple platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

Key skills

- Developed skills in the Java language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising JDBC interface.
- Developed knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Developed Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

3+ years of experience in Programming and Applications Design, with a minimum of 2 years in a large IT site, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Titles: Software Developer; Applications Developer.

Position Description

Position title: Java/J2EE Junior Developer
Position code: 32015
Level: 2

Responsible for

Converting Java/J2EE applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming in Java.

Report to

Project Manager, Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing Java/J2EE applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

Key skills

- Developed skills in the Java language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising JDBC interface.
- Solid documentation skills.

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and software suppliers, external software specialists and consultants.

Typical experience

3+ years of experience in programming in a large IT site, coupled with tertiary qualifications in Computer Science.

Other comments

This employee is almost solely dedicated to 'cutting code'.

Position Description

Position title: .NET Senior Developer
Position code: 32125
Level: 4

Responsible for

Designing, developing and maintaining .NET applications. A strong focus is placed on analysis and design work, with only approximately one third of the employee's time spent writing code/programming.

Report to

Project Manager, Project Team Leader.

Supervises

May mentor .NET developers.

Main activities

- Designing, coding, testing and installing .NET applications across multiple platforms.
- Developing operating and system documentation.
- Working with users to evaluate IT applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Advanced skills and knowledge of the .NET language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.
- Advanced .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Ability to understand the essential needs of users and meet these in well-designed programs.
- Good skills in time and resource management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

7+ years in Software Development, with at least 3 years in a large IT site coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer. Please match Applications Team Leaders to Position Code 13 - Project Team Leader - Applications.

Position Description

Position title: .NET Developer
Position code: 32130
Level: 3

Responsible for

Designing, developing and maintaining .NET applications.

Report to

Project Manager, Project Team Leader, Senior Developers

Supervises

No supervisory responsibilities.

Main activities

- Designing, coding, testing and installing .NET applications programs up to 75% of the time across multiple platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

Key skills

- Developed skills in the .NET language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.
- Developed .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

3+ years of experience in Programming and Applications Design, with a minimum of 2 years in a large IT site, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Software Developer, Applications Developer.

Position Description

Position title: .NET Junior Developer
Position code: 32135
Level: 2

Responsible for

Converting .NET applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming in .NET.

Report to

Project Manager, Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing .NET applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

Key skills

- Developed skills in the .NET language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising ODBC interface.
- Solid documentation skills.

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and software suppliers, external software specialists and consultants.

Typical experience

3+ years of experience in programming in a large IT site, coupled with tertiary qualifications in Computer Science.

Other comments

This employee is almost solely dedicated to 'cutting code'.

Position Description

Position title: Business Analysis Manager
Position code: 18265
Level: 5

Responsible for

Ensuring delivery of multiple business systems enhancements and process transformation initiatives including process, technology, strategy and people elements as part of a holistic solution to optimise system usage, running costs and efficiency.

Report to

Senior Manager - Applications Services, IT Manager (Division/Region).

Supervises

Business Analysts, Process Analysts, Consultants.

Main activities

- Ensuring technology initiatives meet quality assurance, risk management and process improvement criteria consistent with best practice methodologies and regulatory requirements.
- Initiating multiple simultaneous business systems projects and managing them through development, implementation, training and post-implementation review.
- Managing the distribution of business/process analyst resources across several simultaneous projects.
- Ensuring backup of key project resources, taking corrective action if a project is in difficulty.
- Maintaining short and long term plans for the business system components (modules), including preparation of budgets.
- Managing operational relationships with key business partners/stakeholders affected by system upgrades/enhancements.
- Establishing, managing and reporting on the project budget, analysing budget variances and recommending appropriate action.

Key skills

- Extensive knowledge of the organisation's business.
- Exceptional project management skills.
- Effective communication skills.
- Ability to translate business requirements into practical solutions.
- Understanding of process improvement methods and tools such as six sigma, process modelling and workflow automation.

Internal contacts

Users/Business Managers, Applications and Systems Team.

External contacts

Vendors of Hardware, Services of Software.

Typical experience

At least 10-15 years of experience, including experience in business analysis, process re-engineering, project management, with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

This position is often aligned with a distinct business unit/operational area of the business. Alternative Title: Business Systems/Process Manager.

Position Description

Position title: Senior Business Analyst
Position code: 18270
Level: 4

Responsible for

Acting as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Strong understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Outstanding ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Outstanding technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

At least 5-7 years of experience in IT, with at least 3 years experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Position Description

Position title: Business Analyst
Position code: 18275
Level: 3

Responsible for

Acting as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Sound technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

At least 3-5 years of experience in IT, with at least 2 years experience in a business environment coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Position Description

Position title: Junior Business Analyst
Position code: 18280
Level: 2

Responsible for

Developing skills as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

Senior Business Analyst, Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Good ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Good technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

At least 2 years of experience in IT, with experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Position Description

Position title: Change Control and Release Manager
Position code: 36010
Level: 5

Responsible for

Manages and initiates the improvement and release management process and team. Maintaining Change and Release Management policy and project release schedule, liaison between client, project teams and stakeholders regarding Change and Release Management issues.

Report to

Business Unit Manager

Supervises

Change and Release Team

Main activities

- Coordinates software changes and release through all stages of the development lifecycle
- Manage change impact upon production system(s) and processes
- Negotiate and agree change priorities
- Agree on release schedules with the business
- Communicate releases to the business and stakeholders
- Recommend improvements to existing release management processes that result in overall improvements in business practice
- Oversee and structure procedures and policies for change and release of applications.

Key skills

- Excellent communication skills, both written and oral.
- Excellent program management skills
- Demonstrable background in the design, implementation, measurement and tracking of development
- Initiative and demonstrating responsibility

Internal contacts

Change and release team, testers, stakeholders

External contacts

IT suppliers, customers.

Typical experience

Minimum 5 years experience in IT industry, experience in Project/Team Leadership role, appropriate tertiary qualifications.

Other comments

Alternate Title: Release Acceptance Manager.

Position Description

Position title: Senior Change Control/Release Administrator
Position code: 36013
Level: 4

Responsible for

Releasing application software into the user acceptance and production environment.

Report to

Change Control/Release Manager

Supervises

No one

Main activities

- Enforcing and policing in-house change control standards and procedures.
- Ensuring that all migration related tasks are properly communicated to all relevant parties and that they are completed in a timely manner.
- Raising necessary tasks in internal change control system.
- Providing guidance and directions to application developers with regards to the change control procedures.
- Ensuring that change control procedures are followed and related documentation is maintained.
- Maintaining, configuring and supporting of change management systems.
- Coordinating user acceptance testing activities.

Key skills

- Excellent communication skills - both written and verbal.
- Strong documentation skills and process orientation.
- Commitment to continual improvement.
- Customer service focus.
- An understanding of common relational database packages.
- An understanding of change management practices in a corporate development environment.
- An understanding of applications development and the software development lifecycle (SDLC).
- Demonstrated skills and involvement in user acceptance testing.
- A good understanding of appropriate operating system.

Internal contacts

Project Managers, Business Unit Managers, Application Developers, Testers, Project Office.

External contacts

IT Suppliers and Vendors.

Typical experience

At least 5-7 years experience in a change management administration role

Other comments

Position Description

Position title: Change Control/Release Administrator
Position code: 36015
Level: 3

Responsible for

Releasing application software into the user acceptance and production environment.

Report to

Change Control/Release Manager

Supervises

None

Main activities

- Enforcing and policing in-house change control standards and procedures.
- Ensuring that all migration related tasks are properly communicated to all relevant parties and that they are completed in a timely manner.
- Raising necessary tasks in internal change control system.
- Providing guidance and directions to application developers with regards to the change control procedures.
- Ensuring that change control procedures are followed and related documentation is maintained.
- Maintaining, configuring and supporting of change management systems.
- Coordinating user acceptance testing activities.

Key skills

- Excellent communication skills - both written and verbal.
- Strong documentation skills and process orientation.
- Commitment to continual improvement.
- Customer service focus.
- An understanding of common relational database packages.
- An understanding of change management practices in a corporate development environment.
- An understanding of applications development and the software development lifecycle (SDLC).
- Demonstrated skills and involvement in user acceptance testing.
- A good understanding of appropriate operating system.

Internal contacts

Project Managers, Business Unit Managers, Application Developers, Testers, Project Office.

External contacts

IT Suppliers and Vendors.

Typical experience

At least 2 years experience in a change management administration role

Other comments

Position Description

Position title:	Project Director/Program Manager
Position code:	18015
Level:	6

Responsible for

Directing IT project operations across the organisation to ensure the effective delivery of multiple, simultaneous projects. Ensuring all projects are successfully monitored, documented, tracked, reported, integrated and implemented.

Report to

Chief Information Officer, Senior Manager - Applications Services, Senior Manager - Infrastructure.

Supervises

Project Managers, Project Leaders, team(s) of project employees.

Main activities

- Defining and implementing IT project governance and compliance processes.
- Coordinating multiple streams or projects to represent a single view.
- Developing and implementing standardised program/project management methodologies.
- Ensuring specialised project management methodologies, tools and templates are applied and used effectively on all IT projects.
- Managing IT project budgets, establishing project profitability and managing financial aspects of all projects to achieve profitability and return on investment.
- Managing project integration activities (including outsourced/ contracted work) and associated enterprise architecture integration.
- Mentoring, supporting and regularly engaging project teams to enhance the organisation's project capabilities.
- Undertaking project 'health checks' to ensure IT projects are delivered in alignment with the organisation's enterprise architecture, strategy and project management methodologies.
- Performing post-implementation project reviews to determine benefits realisation and achievement of project objectives.
- Providing input to Information Technology strategies and policies.

Key skills

- Exceptional project management skills.
- Superior understanding and consistent application of project management competencies including scope, time, cost, quality, HR, communications, cost, risk, procurement and integration.
- Sound application of Microsoft Office tools particularly Excel, Word, PowerPoint and Project
- Strong conceptual abilities coupled with a strong knowledge of both the organisation's business requirements and enterprise architecture.
- Sound understanding of the organisation's project governance framework.
- Ability to develop productive relationships with industry providers and key users.
- Effective leadership and people management skills coupled with skills in communicating with end users.
- Highly developed coaching and facilitation skills.
- Strong business acumen and strategic thinking skills.
- Ability to apply analytical skill and conceptual thinking to operations and systems planning across range of technologies.

Internal contacts

Line Management, User Groups, Finance and Administration, Human Resources, Business Analysts.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 15 years of experience in Information Technology, with 5-7 years in Project Management, coupled with relevant tertiary qualifications in Information Technology, Business or a related discipline.

Other comments

Alternative Titles: Project Manager; Senior Integration Project Manager.

Position Description

Position title: IT Project Manager (Large)
Position code: 18020
Level: 6

Responsible for

Managing the end-to-end delivery of large Information Technology projects, encompassing both Applications and Infrastructure, that require a high level of project integration.

Report to

Project Director/Program Manager.

Supervises

Project Team Leaders, project employees.

Main activities

- Establishing and managing effective project operations to deliver quality outcomes.
- Managing a team(s) of project employees operating on complex/large IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with large, complex applications and infrastructure development projects.
- Defining, sourcing and managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials while monitoring and tracking project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with large, complex IT projects.
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines.
- Developing and managing vendor contracts/agreements associated with projects under management.

Key skills

- Strong understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration.
- Strong understanding and application of change management competencies.
- Effective leadership, coordination, motivational, Negotiation and dispute resolution skills.
- Strong understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Negotiation and dispute resolution skills.
- Financial literacy to forecast and manage project budgets.
- Ability to manage the competing demands of multiple, simultaneous projects.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 10 years of experience in Information Technology, with at least 5 years of IT Project Management, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other comments

Project Managers matched to this role must be 'generalists', managing projects that encompass all facets of IT (i.e. - Applications and Infrastructure).

Position Description

Position title: IT Project Manager (Medium)
Position code: 18025
Level: 5

Responsible for

Managing the end-to-end delivery of small to medium sized Information Technology projects, encompassing both Applications and Infrastructure.

Report to

Project Director/Program Manager.

Supervises

Project Team Leaders, Project employees.

Main activities

- Establishing and managing effective project operations to deliver quality outcomes
- Managing a team(s) of project employees operating on small to medium sized IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with small to medium sized applications and infrastructure development projects.
- Defining, sourcing and managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets , attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with IT projects
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines
- Developing and managing vendor contracts / agreements associated with projects under management

Key skills

- Sound understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration
- Sound understanding and application of change management competencies.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills
- Sound understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Financial literacy to forecast and manage project budgets.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 10 years of experience in Information Technology, with at least 5 years of IT Project Management, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.



Other comments

Position Description

Position title: IT Project Team Leader
Position code: 18030
Level: 4

Responsible for

Planning, organising and technically leading and controlling the completion of a key component of a development project.

Report to

Project Manager.

Supervises

Team of Development employees.

Main activities

- Coordinating documentation, design, development and testing of enhancements and new development projects.
- Controlling project schedules and ensuring that applications programs are delivered within given timeframes, meet user requirements, and are easily maintainable.
- Estimating, scheduling and planning resources for the allocated component of a development project.
- Ensuring maximum levels of productivity are achieved and maintained by individuals within project team.
- Reporting on the progress of development modules against project timeframes, milestones and budget.
- Mentoring development team and providing 'hands-on' technical leadership as required.
- Providing support and consultative advice to the Project Manager.
- Ensuring all employees within the team obtain the necessary level of training.

Key skills

- In depth knowledge of documentation, coding and testing across several different development languages.
- Proven project leadership and technical leadership skills.
- Developing project management ability.
- Ability to translate user needs into a technical solution.
- Good experience in people management and mentoring of development employees.
- Strong interpersonal and communication skills.

Internal contacts

User Groups, Finance and Administration, Project Office, IT Services.

External contacts

Contractors, Consultants, Vendors of Hardware and Software.

Typical experience

At least 5 years of experience in Information Technology, with at least 3 years in a team leadership capacity. Typically will have tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Team Leader, Project Lead/Leader.

Position Description

Position title: Project Office Manager
Position code: 18035
Level: 5

Responsible for

Assuming responsibility for the effective day to day running of a Project Office and applying the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

Report to

Program Manager/Project Director.

Supervises

Project Office Administrator/s.

Main activities

- Advising on and supporting the successful management of projects throughout the project life cycle.
- Establishing, communicating, enforcing and controlling project quality criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of IT projects.
- Producing and maintaining plans regarding timeframes and resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Supporting Project Managers to ensure specialised methodologies, tools and templates are applied and used effectively on all projects.
- Managing the reporting of project quality to support continuous improvement activity.
- Recruiting, selecting and training Project Office staff.

Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Expert understanding of project quality methodologies and associated measurement/reporting standards.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Strong understanding of Project Management - Scope, Time, Cost, Quality, HR, Communications, Cost, Risk, Procurement, Integration, including Change Management practices
- Negotiation skills.

Internal contacts

Project staff at all levels, Senior Management, Finance and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

8-10 years of experience, coupled with relevant tertiary qualifications.

Other comments



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Alternative Title: Project Quality Manager.

Position Description

Position title: Senior Project Office Administrator/Coordinator
Position code: 18041
Level: 4

Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

Supervises

No supervisory responsibilities.

Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable and producing minutes and action logs for each meeting.
- May assist with the production of detailed project plans within the project team (s).
- Preparing professional presentations, maintaining document templates, controlling version and document distribution and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems with project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning and reporting them to Management.

Key skills

- Strong planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Excellent negotiation skills.

Internal contacts

Project staff at all levels, Finance, IT and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

At least 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

Other comments

Position Description

Position title: Project Office Administrator/Coordinator
Position code: 18040
Level: 3

Responsible for

Coordinating Project reporting and documentation across multiple projects. May work on a single project if it is quite large and/or complex.

Report to

Project Office Manager, Program Manager/Project Director.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with the preparation of reports.
- Maintains project documentation using established document templates.
- Assisting with budget tracking.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Arranging project meetings as requested.

Key skills

- Well organised with good time management.
- General understanding of Project Life Cycle, Project documentation standards and methodologies employed by the organisation.
- Good written and oral communication skills.

Internal contacts

Project Managers, Project Leaders, Development Teams.

External contacts**Typical experience**

Will most likely have a clerical/non-IT background. Will have 2 - 4 years experience with at least 1 in an IT department.

Other comments

Position Description

Position title: Tribe Lead/Agile Development Manager
Position code: 18404
Level: 5

Responsible for

Building and maintaining a high-performing and empowered development leadership team / tribe (often using the Agile methodology), to ensure delivery on the development roadmap.

Report to

Program Manager, Project Manager, or Product Owner, or in smaller organisations Chief Information Officer.

Supervises

Agile Chapter Leads, Agile Coaches, Agile Product Owners, Team Leader - Applications Development

Main activities

- Facilitate the flow of work through the software development lifecycle by providing process guidance, coaching and organisational support to the Agile tribe / development teams and team leads.
- Overseeing resources planning requirements
- Providing the strategy for the additional development tools used for development.
- Approving and organising the identified future business needs for IT applications and equipment.
- Responsibility for the overall development team budget.
- Ensuring client expectations are consistently met.
- Establishing and developing relationships with key external and internal stakeholders applicable to the role.

Key skills

- Agile / Scrum Master Certification, strong knowledge of relevant industry products and services, general managerial and consulting skills, high level interpersonal, negotiation and relationship skills.
- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Knowledge in open source programming.

Internal contacts

Executive team, Agile tribe, users and user groups.

External contacts

Possibly vendors of hardware and software.

Typical experience

At least 2 years delivering Group-wide projects via Agile methodology, tertiary qualifications in IT, experience working with the executive team. 7+ years in software development, with at least 3 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Position Description

Position title: Agile Coach
Position code: 18403
Level: 4

Responsible for

Coaching teams and the assist organisation in the development and implementaion of Agile methodology practices, projects and programs, disseminate agile values and principles throughout the organisation.

Report to

Program Manager, Development Manager, or Product Owner.

Supervises

This role has no direct reports.

Main activities

- Work with individuals and teams on their processes, improving their success as a team and their effectiveness with Agile and Scrum.
- Lead trainings in Scrum Master, Product Owner and general Agile practices, principles and values.
- Play a hands on role in mentoring and coaching teams through demonstrating and facilitating agile practices such as inception workshops, retrospectives, estimation sessions and resource management.
- Actively identify areas of improvement and conceptualize methods on ways to be more efficient, then drive change.

Key skills

- Agile / Scrum Master Certification, strong knowledge of relevant industry products and services, exceptional interpersonal, communication and relationship skills.
- Outstanding facilitation and conflict-resolution skills.

Internal contacts

Executive team, Agile tribe, scrum Masters, users and user groups.

External contacts

Possibly vendors of hardware and software.

Typical experience

At least 2 years delivering Group-wide Agile coaching, tertiary qualifications in IT, experience working with the executive team.

Other comments

Position Description

Position title: Senior Scrum Master
Position code: 18405
Level: 5

Responsible for

The purpose of the Senior Scrum Master role is to facilitate and ensure the Scrum process is followed within the scrum team

Report to

Program Manager, Project Manager or Product Owner

Supervises

Nil

Main activities

- Coordinate and facilitate daily Scrum meetings, Sprint Planning, Release Planning, and Sprint Retrospectives for 2-3 cross-functional Scrum teams
- Ensures transparency in communication and creates an environment of collective accountability and continuous progress
- Promote a collaborative team environment that fosters creativity and innovation
- Provide visibility of team status and issues to senior management
- Coordinate and schedule the execution of deliverables across multiple teams
- Mentor team members on agile software development principles and practices
- Teaches the product owner effective backlog management

Key skills

- Teach, coach, and mentor Scrum teams in the Scrum practice
- Work with the Scrum team members, the Product Owner, and other stakeholders on a daily basis
- Highlight improvements of the Scrum practice
- Advanced facilitator and excellent communicator

Internal contacts

Project Manager, Development Team, Business partners

External contacts

Typical experience

2+ years experience as a Scrum Master (or equivalent experience with other agile methodologies). Have worked with multiple Scrum teams within a multi project environment, or experience with Agile projects

Other comments

Qualifications: Certified Scrum Master or Professional Scrum Master 1, and/or IC Agile's Certified Professional (ICP) ; working towards Certified Scrum Professional; Bachelors degree

Position Description

Position title: Scrum Master
Position code: 18410
Level: 4

Responsible for

The purpose of the Scrum Master II role is to facilitate and ensure the Scrum process is followed within the scrum team.

Report to

Program Manager, Project Manager or Product Owner

Supervises

Nil

Main activities

- Coordinate and facilitate daily Scrum meetings, Sprint Planning, Release Planning, and Sprint Retrospectives for the Scrum team
- Ensures transparency in communication and creates an environment of collective accountability and continuous progress
- Promote a collaborative team environment that fosters creativity and innovation
- Provide visibility of team status and issues to senior management
- Coordinate and schedule the execution of deliverables across multiple teams
- Mentor team members on agile software development principles and practices
- Teaches the product owner effective backlog management

Key skills

- Highlight improvements of the Scrum practice
- Work with the Scrum team members, the Product Owner, and other stakeholders on a daily basis
- Advanced facilitator and good communicator

Internal contacts

Project Manager, Development Team, Business partners

External contacts

Typical experience

1+ years experience as a Scrum Master (or equivalent experience with other agile methodologies). Have worked with multiple Scrum teams within a multi project environment, or experience with Agile projects

Other comments

Qualifications: Certified Scrum Master or Professional Scrum Master 1 and/or IC Agile's Certified Professional (ICP) ;
Bachelors degree

Position Description

Position title: Product Owner
Position code: 18450
Level: 3

Responsible for

Maximizing the value of the project/product through the work of the Development Team. Conveying and motivating the project vision to the scrum team in order to deliver quality projects/products on time.

Report to

Scrum Master, Program Manager, Project Manager or Product Manager.

Supervises

No supervisory responsibilities

Main activities

- Defining the vision for the project
- Overseeing development stages
- Evaluating product progress at each iteration
- Ordering the items in the Product Backlog to best achieve goals and missions.
- Optimizing the value of the work the Development Team performs.
- Ensuring that the Product Backlog is visible, transparent, and clear to all, and shows what the Scrum Team will work on next.
- Ensuring the Development Team understands items in the Product Backlog to the level needed
- Anticipating client needs

Key skills

- Excellent knowledge of software development and the Scrum framework and practices.
- Advanced facilitator and good communicator.
- Good organisational and time management skills.
- Strong understanding of consumer needs

Internal contacts

Project Manager, Development Team, Business partners.

External contacts

Typical experience

3+ years experience using Scrum in a software development environment, with relevant tertiary qualifications in IT and Product Owner certifications.

Other comments

Position Description

Position title: Chief Information Officer
Position code: 10090
Level: 7

Responsible for

Ensuring the effective development and operation of computing and information services which support strategic operations of the organisation.

Report to

Chief Executive/Managing Director.

Supervises

Operations staff, systems development and support staff.

Main activities

- Participating in major corporate decisions, particularly where IT has a major influence on the competitive advantage and profitability of the organisation.
- Setting and controlling IT operational and development expenditures within budget.
- Developing the forecasting and planning for equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming and security.
- Participating in policy-making as a member of a senior management team.

Key skills

- Requires people management and leadership abilities, together with professional standards of planning and budgeting.
- Proven business and management skills.

Internal contacts

Senior Management, all User departments, Finance and Administration.

External contacts

Suppliers of non company equipment and peripherals, software suppliers and consultants.

Typical experience

At least 12 years of experience in computing, with at least 5 years in large sites with an IBM/VAX, or plug compatible environment. May have formal business training in addition to technical DP experience.

Other comments

Alternative Titles: EDP Division Manager; Chief Manager MIS.

Position Description

Position title: Chief Data Officer
Position code: 32900
Level: 7

Responsible for

Drives the strategic direction for the data capabilities and team, is responsible for brand and reputation development and contributes to the organisation data strategy, leveraging analytics and information to enhance customer experience.

Report to

Chief Executive Officer/Managing Director

Supervises

Data and Analytical teams.

Main activities

- Establishes and maintains strong relationships with a broad set of senior business and technology stakeholders and works with them to define and solve business problems using advanced analytic techniques (ideation through implementation).
- Works with architecture and development teams to build world leading analytics and decisioning platforms and tools, recognises trends and implications to the organisation and industry in the short and longer term.
- Develops and strengthens a large team of data professionals covering a range of disciplines including data science, machine learning, data engineering, data modelling, business intelligence, visualisation, and business data/process analysis to develop strategic capability, talent & IP.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Data and analytics community across the organisation, Business user groups

External contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

Typical experience

10+ years experience in applied technology and analytics with a Masters and/or PhD in any field with a quantitative focus.

Other comments

Position Description

Position title: Chief Technology Officer
Position code: 10110
Level: 6

Responsible for

Ensuring the organisation's technological capabilities and strategy are aligned with the overall corporate strategy.

Report to

Chief Information Officer.

Supervises

May mentor General Managers.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Ensuring the delivery of efficient and effective technology platforms through the development and implementation of new technology initiatives.
- Developing relationships with key business areas to develop technology plans and ensure their alignment with strategy.
- Taking ownership of the organisation's technology vision and ensuring the effective communication of this to IT employees and end users.
- Establishing and managing the organisation's IT technology expenditures within budget.
- Providing leadership and direction to IT employees.

Key skills

- Proven people management and leadership skills, together with professional standards of planning and budgeting.
- Well developed project management skills and appreciation.
- Strong negotiation and persuasive abilities.
- Strong business acumen.

Internal contacts

Senior Management, All User Departments, Finance and Administration.

External contacts

Suppliers of Firmware and Peripherals, Software, Professional Services and Consultants.

Typical experience

At least 10-15 years of general management experience or experience in all aspects of IT at a senior level. Will have relevant tertiary qualifications.

Other comments

This role may be viewed as a 2IC to the Chief Information Officer.

Position Description

Position title: Chief Information Security Officer (CISO)
Position code: 33065
Level: 7

Responsible for

Providing overall strategic direction and management of all aspects of organisational security.

Report to

May report either direct to Chief Executive Officer or Chief Information Officer (Chief Information Officer) depending on organisational structure.

Supervises

All IT Security employees.

Main activities

- Establishing the organisation's overall security strategy and developing associated policy for implementation.
- Establishing strategies for Infrastructure (networks, firewalls, communications), Applications (software, databases) and physical workspace.
- Establishing and controlling the organisation's IT Security operational and expenditure budgets.
- Providing high level management and advice to the organisation's disaster recovery and contingency planning.
- Reporting to Senior Management on any significant breaches of organisational Security.
- Maintaining an up-to-date knowledge of new IT viruses and all potential threats to IT Security.
- Managing and reporting on the ongoing Security audit process.

Key skills

- Strong understanding of all technical components of IT Security, including Encryption, Firewalls, Internet and Software Security.
- Strong understanding of all legislation influencing IT Security.
- Excellent communication skills, both written and verbal.
- Well developed management skills.
- Excellent attention to detail.

Internal contacts

Applications Management, Infrastructure Management, Senior Executive, Legal.

External contacts

Suppliers, Vendors, Police.

Typical experience

At least 10 years of commercial experience in IT, with 4 years specialising in all aspects of IT Security coupled with relevant tertiary level qualifications.

Other comments

Position Description

Position title: General Manager - Applications Services
Position code: 31005
Level: 6

Responsible for

Leading Project Managers, Systems Managers and Consultants to deliver value to the business in the form of IT strategy, development projects and operational support of IT applications.

Report to

Chief Information Officer.

Supervises

Project Managers, all Applications Services employees.

Main activities

- Managing the overall business unit management through balancing and controlling business priorities, staff resourcing and development, third party providers, IT budgets, cross IT impact and resourcing.
- Analysing business development requirements and evaluating external providers' proposals to determine the suitability for business requirements.
- Providing 24 hour support for systems under development.
- Planning, sizing and scheduling developments to systems and planning and tracking the budget for all Systems Development projects.
- Negotiating the price, terms and conditions for the purchase and use of software and hardware.
- Providing input into IT architecture and standards.
- Developing the technical and general competencies of technology professionals.
- Developing a risk management plan.
- Implementing organisational change within the business unit towards Industry Best Practice.
- Cultivating and maintaining a world-class development facility with the capacity to accommodate varying workloads.

Key skills

- Excellent communication skills, flexibility, team focus and dedication to customer service.
- Solid understanding of business needs and customer focus beyond the technical/technology aspects.
- Demonstrated leadership and people management skills and the ability to work to deadlines.

Internal contacts

Internal Technology Providers, Project and Systems Managers.

External contacts

External Providers, Vendors and Software Consultants.

Typical experience

At least 12 years of experience in IT, with 5 years of Applications Development Management experience within large organisations, with extensive Project Management experience. Tertiary qualifications in Technology, Business or related discipline.

Other comments

A strong record in achieving high productivity, effective operations and maintaining high morale in a team environment is needed.

Position Description

Position title: General Manager - IT Services/Infrastructure
Position code: 31010
Level: 6

Responsible for

Delivering high quality, innovative, cost effective technology infrastructure solutions in support of the corporate business and technology architectures.

Report to

Chief Information Officer, Manager Information Systems.

Supervises

All IT Services/Infrastructure and IT Support employees.

Main activities

- Managing the Infrastructure and IT Support groups to ensure effective partnering with business units to deliver business integration solutions in support of the corporate strategic direction.
- Managing the profit centre successfully, establishing project profitability and overseeing all projects to achieve time and cost objectives.
- Ensuring IT strategies are developed, delivering systems and applications support in line with corporate goals and strategies.
- Providing guidance and support to Business and Technical Managers on major projects that are of strategic significance.
- Ensuring support of all IT systems is provided effectively on a seven day/twenty-four hour basis.
- Maintaining a stable complement of motivated technology professionals and utilising third party resources wherever necessary to maximise capacity.
- Promoting technology awareness and competence throughout the organisation in an active manner.

Key skills

- In depth knowledge of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
- Deep and broad understanding of the business and technology strategies in which the organisation operates.
- Demonstrated leadership and people management skills.
- Excellent communication skills, both written and verbal.

Internal contacts

Internal Technology Providers, Project and Systems Manager, Finance and Administration, Human Resources.

External contacts

External Providers, Vendors and Software Consultants.

Typical experience

At least 12 years of experience in IT, with 5 years of IT Infrastructure management experience within large organisations, with extensive Project Management experience. Tertiary qualifications in Technology, Business or related discipline.

Other comments

This position represents a merged position combining old position 40 Computer Services/Infrastructure Manager and 8 Executive Manager - Host and Mid Range Operations.

Position Description

Position title: General Manager - Architectural Services
Position code: 31015
Level: 6

Responsible for

Ensuring all new systems, infrastructure and applications comply with the organisation's IT architecture strategy. Guiding and consulting to 'delivery' employees and management regarding the design and implementation of infrastructure and applications solutions, as well as vendor selection.

Report to

Chief Information Officer.

Supervises

All employees involved with IT architecture.

Main activities

- Assembling and/or recruiting the Architecture team.
- Developing and maintaining the organisation's IT architecture 'roadmap', standards and guidelines.
- Reviewing all projects to ensure compliance with IT strategy.
- Defining a vision or 'blueprint' for the IT architecture and the steps required to achieve the vision.
- Developing an active retirement/succession plan for phase out of current, non-conforming systems.
- Constantly maintaining and updating Architectural standards and procedures.
- Communicating global architectural standards to executive management and all IT staff.
- Maintaining current information on industry trends.

Key skills

- Strong strategic background, with an ability to grasp the big picture.
- Excellent oral and written communication skills.
- Broad technical knowledge.
- Strong persuasive skills.
- High level understanding of the unique business requirements of the organisation.

Internal contacts

Other IT Managers, General Manager IT Business Management and Planning, IT Architecture Specialists.

External contacts

IT Contractors and Vendors.

Typical experience

Solid management background, with at least 10 years of experience in senior commercial IT roles. Experience in the development and implementation of enterprise architecture in various organisations. Completion of appropriate tertiary qualifications in Information Technology, Business or a related discipline.

Other comments

This position will have management responsibilities, unlike the organisation's principal IT architects "gurus", who typically match to the stand alone position of 17 - Principal IT Architect (Guru).

Position Description

Position title:	IT General Manager (Business Unit/Region)
Position code:	18005
Level:	6

Responsible for

Ensuring the effective and efficient operational delivery of technology services to a division/business unit of the organisation or to a defined geographic area.

Report to

Chief Information Officer.

Supervises

Project Managers, IT employees within the defined division/business unit or region.

Main activities

- Implementing a technology capability and framework that will support the efficient and flexible delivery of technology services to the business unit/division or regional area.
- Providing input as part of the IT Management team in formulating and fine-tuning the organisation's overall IT strategy - accepting direction from Chief Information Officer.
- Developing and implementing operational IT plans within the division/region that execute the organisation's overall IT strategy.
- Ensuring the implementation of IT Strategy remains in alignment with other divisions/regions and in accordance with best practice for quality, project and change management.
- Assuring the provision of all IT services to the division/region and moving continually towards best practice with respect to cost, quality and service.
- Developing, deploying and managing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- Maintaining management responsibility for all IT employees within the division/region, maximising their job satisfaction and monitoring performance and learning and development requirements.
- Ensuring IT projects affecting the division/region are delivered to time, cost and progress is tracked, communicated and escalated as necessary
- Managing the division/region's IT budget and reporting variances to Chief Information Officer/Senior Management.
- Introducing and maintaining professional disciplines, structures, accountabilities, standards and procedures

Key skills

- A commercial mindset with experience implementing IT strategies.
- Financial management accountability and skills to manage a significant IT budget.
- Strong management skills in the areas of leadership, supplier relations, planning and consultancy, development, delivery and support, business management.
- Strong project management skills.
- Experience managing a diverse range of infrastructure environments.
- A solid understanding of applications with demonstrated experience integrating core business systems.
- An excellent understanding of the business requirements/IT deliverables demanded by the division/region.
- Excellent communication skills, both written and verbal.

Internal contacts

Line Management, Senior Management, IT Shared Services, Project Management.

External contacts

IT Contractors, Suppliers, Vendors.

Typical experience

At least 10 years of experience in Information Technology coupled with relevant tertiary qualification. Typically has extensive

management experience coupled with 'hands-on' IT experience.

Other comments

This role is primarily focused on operational delivery with some input to overall IT strategy. This position manages all facets of IT for a division or region of the organisation. (Different organisations will allocate management according to either function or area/location).

Position Description

Position title: Management Information Systems Manager
Position code: 18010
Level: 6

Responsible for

Providing the internal computing and information processing services for the organisation.

Report to

National Finance and Administration Manager or General Manager.

Supervises

Systems Development and Support staff, Operations staff and Computer Training staff.

Main activities

- Controlling the provision of computing facilities and information systems throughout the company.
- Controlling operations and development budgets.
- Establishing and maintaining standards in relation to operations, programming and systems integrity and security.
- Assessing future computing and information processing requirements and recommending the installation of new/upgraded systems.
- Providing Helpdesk services and user education and training.
- Maintaining a high up time on all systems.

Key skills

- Advanced skill levels in computing and computer operations.
- A good knowledge of computing directions and available company products.
- Planning and control abilities are very important.

Internal contacts

All User departments, Product Specialists, Field Service and Technical Support staff, Finance and Administration staff.

External contacts

Suppliers of non-company equipment and peripherals, software suppliers and consultants.

Typical experience

At least 8 to 12 years MIS experience with broad exposure to computer technologies and project management or supervision.

Other comments

This is the traditional in-house information systems role.

Position Description

Position title: Advanced Helpdesk Specialist - Specialised Support
Position code: 18175
Level: 3

Responsible for

Providing high level, specialised technical support, typically from a Helpdesk environment, regarding very specific and/or customised application(s). This position typically only exists in very large organisations.

Report to

IT Support Manager.

Supervises

No supervisory responsibilities, although employees in this role may technically mentor more Helpdesk employees in basic troubleshooting concerning the specific application(s).

Main activities

- Providing specialised, escalated technical support from a central location (typically helpdesk) either by telephone or email.
- Developing and maintaining specialist knowledge and skill in supported products and in those products associated with supported products, as required.
- Negotiating timeframes for solution implementation with users and updating users on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior staff/external vendors and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all liaisons and communications.
- Developing and delivering training to Helpdesk/IT support staff.
- Attending relevant product and skill courses.

Key skills

- High level specialist knowledge of the products/applications supported.
- Strong service orientation.
- Excellent communication skills.
- Advanced problem analysis and problem solving skills.
- Broad understanding of common desktop applications, systems administration and network engineering.
- Strong understanding of the organisation's technical environment and operating platforms.

Internal contacts

Individual users, Desktop Support, Helpdesk.

External contacts

Suppliers/Vendors.

Typical experience

At least 5-7 years of Technical Support experience with at least 1 year dedicated to the specific application/technologies being supported. Will typically hold relevant tertiary qualifications and professional certifications such as an MCP, MCSE).

Other comments

Position Description

Position title: Desktop Support Manager
Position code: 18150
Level: 5

Responsible for

Managing and coordinating all aspects of Desktop Support (2nd level) to end users.

Report to

IT Support Manager, Senior Manager - IT Services/Infrastructure.

Supervises

Desktop Support Analysts.

Main activities

- Providing a rapid and efficient resolution service to users with escalated Desktop technical issues.
- Ensuring faults are either rectified within a specified timeframe or escalated to Network Engineers.
- Ensuring escalation procedures from Helpdesk are communicated and followed.
- Ensuring that desktop performance and reliability is maintained within agreed service levels.
- Managing the resources of the Desktop Support group.
- Managing the recruitment of new employees and the professional development of existing employees.
- Fostering and implementing process improvement methodologies to continually enhance desktop support performance.

Key skills

- Well developed management skills in planning and scheduling, together with the ability to lead and motivate a team of specialist staff.
- Experienced in all aspects of IT Support.
- Strong knowledge of the organisation's existing IT infrastructure, operating systems and software.
- Knowledge of proposed changes to existing technical environment.
- Experience in process improvement methodologies.
- Exceptional customer service focus.

Internal contacts

Users, Helpdesk, Network Engineers

External contacts

Suppliers and Vendors.

Typical experience

At least 7 years of experience in IT, with 3 - 5 years of IT Management experience, preferably in a large corporate environment coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Desktop Support Team Leader
Position code: 18155
Level: 4

Responsible for

Mentoring and leading the second level Desktop Support employees.

Report to

Desktop Support Manager.

Supervises

Desktop Support Analysts.

Main activities

- Providing escalated telephone and basic face to face technical support to users regarding Desktop issues.
- Acting as an internal technical reference point for colleagues.
- Managing the rostering process of Desktop support team to ensure even allocation of any shift/on-call responsibilities.
- Developing and furthering the technical skills of Desktop team.
- Allocating team resources to low level IT projects requiring installations, software rollouts and upgrades.
- Delivering training courses regarding both technical and business skills to Desktop Support team.
- Ensuring high level technical queries are escalated to Network Engineers according to established procedures.
- Ensuring the consistent application and maintenance of Desktop standard operating environment (SOE).

Key skills

- Strong technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- In depth knowledge of the organisation's Standard Operating Environment (SOE).
- Strong people leadership ability.

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

5+ years of relevant IT Support experience coupled with leadership skills and relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Desktop Support Analyst
Position code: 18160
Level: 3

Responsible for

Providing Desktop support to users associated with operating installed hardware and software according to Service Level Agreements.

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on most assigned tasks without referral back to Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key skills

- Strong technical knowledge of Desktop hardware and software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Strong knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

At least 3-5 years of relevant IT Support experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Desktop Support Analyst
Position code: 18165
Level: 2

Responsible for

Providing second level Desktop support to users associated with operating installed hardware and software.

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key skills

- Sound technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Sound analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Sound knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

At least 2-3 years of relevant IT Support experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Trainee Desktop Support Analyst
Position code: 18170
Level: 1

Responsible for

Providing basic second level Desktop support to users associated with operating installed hardware and software.

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone based second level technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Ensuring technical queries not progressing are escalated to Team Leader or Senior Desktop Support according to established procedures.
- Participating in ongoing team training.

Key skills

- Good technical knowledge of Desktop hardware and software.
- Good analytical and problem solving skills.
- Good time management and communication skills.
- Strong customer service focus.
- Basic knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

6+ months of relevant, basic IT Support experience. May have completed or be working towards relevant tertiary level qualifications.

Other comments

Position Description

Position title: Helpdesk Manager
Position code: 18180
Level: 4

Responsible for

Managing the provision of first level support services to all users of an IT site.

Report to

IT Support Manager, Senior Manager - IT Services/Infrastructure.

Supervises

Helpdesk Operators.

Main activities

- Providing advice to management regarding the capabilities and operational status of all first level support.
- Providing general advice to Team Leaders and handling escalated client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Managing the production of records reflecting Helpdesk and job stream statistics in a timely manner.
- Ensuring all problems are logged and kept current via a problem management system.
- Developing the Helpdesk members.

Key skills

- Detailed understanding of Help Desk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

Internal contacts

Individual Users, Desktop/LAN Support.

External contacts

Suppliers of third level support.

Typical experience

At least 5-7 years experience in IT Support, with at least 2 years as a Helpdesk Team Leader.

Other comments

Position Description

Position title: Helpdesk Team Leader
Position code: 18185
Level: 3

Responsible for

Leading a team in providing courteous and efficient first level support to all users of IT systems.

Report to

Helpdesk Manager, IT Support Manager.

Supervises

A team of Helpdesk Operators.

Main activities

- Providing technical advice to other Helpdesk operators.
- Resolving client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Ensuring all users have a current status of their individual problems.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner.
- Logging and keeping current all problems via a problem management system.
- Developing the technical and service skills of Helpdesk Team.

Key skills

- Detailed understanding of Helpdesk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

Internal contacts

Individual Users, Desktop Support.

External contacts

Suppliers of third level support.

Typical experience

At least 3 years experience in an IT Support environment coupled with relevant IT qualifications.

Other comments

Position Description

Position title: Senior Helpdesk Support
Position code: 18190
Level: 2

Responsible for

Providing friendly and efficient first level support to all users of IT systems.

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

May mentor Helpdesk Support

Main activities

- Providing technical advice to other Helpdesk Operators and may help supervise staff.
- Resolving client problems, queries and complaints in an effective and timely manner. Monitoring all problems reported to the Helpdesk.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with operators regarding potential problems and with Equipment Maintainers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.

Key skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good skills in personal work organisation.

Internal contacts

Individual Users.

External contacts

Suppliers of third level support.

Typical experience

At least 2 years experience in IT Support coupled with relevant IT qualifications.

Other comments

Alternative Title: Senior Helpdesk Officer.

Position Description

Position title: Helpdesk Support
Position code: 18195
Level: 1

Responsible for

Providing friendly and efficient first level support to all users of IT systems.

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing first level technical advice to users on personal computer hardware and software.
- Resolving client problems and queries in an effective and timely manner.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with Network Engineers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.
- Keeping Management aware of potential areas for product enhancement and educational requirements. Liaising with Managers/Supervisors regarding potential problems.

Key skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good organisational skills.

Internal contacts

Individual Users.

External contacts

Typically None.

Typical experience

Represents an entry level position in IT Support, employee will have or be working towards relevant technical qualifications.

Other comments

Position Description

Position title: IT Training Manager
Position code: 34005
Level: 4

Responsible for

Providing necessary IT training and user education services.

Report to

IT Support Manager.

Supervises

IT Training Officers.

Main activities

- Evaluating the effectiveness of training in relation to course content and individuals needs.
- Assisting Managers in determining the type and scope of training required in each area.
- Liaising with Suppliers of training courses and materials.
- Maintaining a library of all necessary educational materials.
- Ensuring the effective utilisation of the training facilities and resources.
- Liaising with Applications and Infrastructure management to stay abreast of software upgrades.

Key skills

- Good interpersonal skills.
- Ability to lead and motivate a small team.

Internal contacts

Users at all levels.

External contacts

Vendors, Training and Education Suppliers.

Typical experience

At least 5 years of experience in a large IT site coupled with a formal education in training methodologies and training programs. May come from a technical or user background.

Other comments

Alternative Titles: IT Education Manager; IT Learning & Development Manager

Position Description

Position title: IT Training Officer
Position code: 34010
Level: 3

Responsible for

Delivering IT training and education.

Report to

IT Training Manager.

Supervises

No supervisory responsibilities.

Main activities

- Organising, scheduling and conducting IT training, in both soft copy, hard copy and multi-media formats.
- Maintaining a comprehensive training records database.
- Gathering assessments and evaluations of various IT training courses conducted in the organisation.
- Staying abreast of all software upgrades within the organisation.

Key skills

- Presentation and training skills.
- Broad understanding of the systems and applications used on the site.
- Planning and scheduling abilities.

Internal contacts

Users at all levels.

External contacts

Vendors, Training and Education Suppliers.

Typical experience

At least 2-3 years of experience in a large IT site coupled with a formal education in training methodologies and training programs. May come from a technical or user background.

Other comments

Alternative Title: IT Education Officer.

Position Description

Position title: IT Support Manager
Position code: 18145
Level: 5

Responsible for

Overall coordination and management of all aspects of IT Support to ensure service quality to end-users/clients is maintained at high levels.

Report to

Senior Manager - IT Services/Infrastructure, Manager Information Services.

Supervises

Helpdesk Manager, LAN Support Manager, IT Training Manager.

Main activities

- Establishing service level agreements for IT support.
- Ensuring systems, policies and procedures are in place to ensure seamless IT support is provided to all users.
- Ensuring seamless communication and escalation points are maintained between Helpdesk, Desktop, LAN and WAN support.
- Monitoring expenses and reporting on any variances in the IT Support budget to Senior Management.
- Promoting occupational health and safety in the IT environment.
- Providing necessary IT training and end-user education services.

Key skills

- Strong experience in coordinating IT Support at all levels.
- Strong understanding of workflow and systems.
- Excellent communication skills, both written and verbal.
- Absolute focus on service to users.
- Excellent people management and leadership skills.

Internal contacts

User Groups, Applications Groups, Systems Specialists.

External contacts

Suppliers/Vendors.

Typical experience

At least 8 years of experience in IT Support, with several years of management experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Quality Assurance Manager
Position code: 34015
Level: 5

Responsible for

Planning, designing, implementing and maintaining a quality management system that complies with local and international standards.

Report to

Corporate Quality Manager.

Supervises

Professional staff seconded for specific assignments.

Main activities

- Ensuring that all completed work is checked for technical accuracy, adequacy and design flaws.
- Testing different parts of a designed system for effectiveness. Establishing a quality program to ensure regular quality control checks of all products through various stages of production and/or processes.
- Reviewing and updating the quality system regularly in order to maintain and improve its effectiveness. Ensuring that adequate training programs are in place for internal staff.
- Investigating customer complaints, often visiting their premises for on-site analysis and rectification. Influencing steps to rectify identified faults.
- Undertaking commercial risk reviews and conducting negotiations.
- Assessing, auditing and validating internal qualification of vendors.

Key skills

- Sound IT background.
- Strong interpersonal skills.

Internal contacts

Business units and commercial department.

External contacts

Clients, industry groups, consultants.

Typical experience

At least 10 years of well rounded IT experience with substantial experience in project management, consulting and a certificate in quality management. May have a degree or tertiary level diploma in computing.

Other comments

The role requires a high public profile with regular demonstrations to clients and company representations at public events.

Position Description

Position title: Senior Quality Assurance Analyst
Position code: 34020
Level: 4

Responsible for

Ensuring high quality systems development by developing, implementing and executing Quality Assurance processes and procedures. Ensuring adherence to IS standards, procedures and methodologies.

Report to

Quality Assurance Manager.

Supervises

May mentor Quality Assurance Analysts.

Main activities

- Coordinating and carrying out routine Quality Assurance reviews of changes to computing facilities, including applications and system software environments, networking, etc.
- Coordinating the development and enforcement of technical standards, covering JCL, job structure, production control, conventions software usage, etc.
- Establishing and maintaining an effective Quality Assurance function.
- Participating with the development of testing methods and standards, and ensuring that appropriate testing takes place.

Key skills

- Ability to use a development methodology.
- Knowledge of and experience with INFOMAN would be useful.
- Good interpersonal and leadership skills.

Internal contacts

User Groups, Applications and Systems Team.

External contacts

Quality Groups, Vendors.

Typical experience

6-8 years of relevant experience. An MVS/UNIX technical background, particularly involving JCL, is highly desirable, as is experience as a Team Leader.

Other comments

Position Description

Position title: Quality Assurance Analyst
Position code: 34025
Level: 3

Responsible for

Ensuring high quality systems development via the execution of Quality Assurance processes and procedures and also ensuring the organisation is adhering to IS standards, procedures and methodologies.

Report to

Quality Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with establishing and maintaining an effective Quality Assurance function.
- Carrying out routine Quality Assurance reviews of changes to computing facilities, including applications and system software environments, networking etc.
- Participating in developing and enforcing technical standards covering JCL, job structure, production control, naming conventions, software usage, etc.
- Participating in the development of testing methods and standards and ensuring the appropriate testing takes place.

Key skills

- Ability to follow a development methodology.
- Knowledge of and experience with INFOMAN would be useful.
- Good interpersonal skills.

Internal contacts

User Groups, Applications and Systems Team.

External contacts

Quality Groups, Vendors.

Typical experience

An MVS/UNIX technical background, particularly involving JCL is highly desirable. 2-5 years of experience.

Other comments

Position Description

Position title: Senior Operations Support Analyst
Position code: 18255
Level: 3

Responsible for

Providing technical support to data centre operations.

Report to

Data Centre Manager.

Supervises

May mentor Operations Support Analysts.

Main activities

- Determining and resolving problems at the second level.
- Coordinating the Problem and Change Management systems
- Ensuring the backup of on-line data
- Ensuring development, testing, documentation and implementation of critical recovery procedures
- Managing all hardware installations, maintenance and problems
- Providing efficient DASD and tape management administration

Key skills

- Knowledge of equipment malfunction procedures and performance reporting.

Internal contacts

Users, Systems and Network Specialists

External contacts

Vendors of Hardware, Storage Systems

Typical experience

At least 6 years of experience in data centre operations, with at least 2 years in a large IT site

Other comments

Alternative Titles: Production Support Supervisor; Operations Support Analyst.

Position Description

Position title: Operations Support Analyst
Position code: 18260
Level: 2

Responsible for

Solving operational problems, operational change projects and undertaking other Support activities.

Report to

Data Centre Manager.

Supervises

No supervisory responsibilities.

Main activities

- Carrying out second level problem determination and resolving operating system problems.
- Developing and documenting procedures for data centre operations.
- Liaising with Equipment Suppliers in relation to hardware problems, installations and maintenance.
- Administering DASD and tape management systems.
- Coordinating Problem and Change Management systems.

Key skills

- Ability to diagnose and rectify system malfunctions.
- Good organisational skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

At least 2-3 years of experience in data centre operations in a large IT site. Will have completed appropriate training courses.

Other comments

Alternative Titles: Production Support Specialist; Operations Support Officer.

Position Description

Position title: Data Centre Manager
Position code: 18225
Level: 5

Responsible for

Ensuring the operational efficiency and effectiveness of data centre operations and facilities with a minimum number of operations delays and breakdowns.

Report to

Senior Manager - IT Services/Infrastructure. IT Operations Manager.

Supervises

Data centre staff.

Main activities

- Managing the 24x7 support for all production systems.
- Monitoring, maintaining and reporting performance and service levels.
- Managing and rostering a team of data centre Operators to ensure a continual, skilled coverage of data centre operators.
- Maintaining an acceptable environment for major IT hardware, typically large scale mainframe systems.
- Coordinating the maintenance of IT equipment, typically large scale mainframe systems.

Key skills

- Knowledge of the best equipment to use in particular situations and the different ways to produce output with the staff and equipment available.
- Management skills and skills in production scheduling and rostering.
- Ability to lead and motivate Operations staff.

Internal contacts

User Groups, Systems and Network Specialists.

External contacts

Vendors of Hardware and Support Services.

Typical experience

At least 7 years of experience in Data Centre operations with at least 3-5 years management experience in a large IT site. Tertiary qualifications desirable but not necessary.

Other comments

Alternative Titles: Operations Manager; Data Centre Supervisor.

Position Description

Position title: Shift Manager
Position code: 18230
Level: 4

Responsible for

Managing the data centre on a shift basis and ensuring the security of equipment and confidentiality of the data. Also responsible for the timely processing and maximum availability of the service.

Report to

Data Centre Manager.

Supervises

Data Centre Operators.

Main activities

- Operating data centre equipment and directing Operating staff.
- Determining the allocation of resources required to meet Processing service levels across multiple sites.
- Managing the diagnosis and resolution of operational difficulties and initiating and recording remedial action to minimise system down time.
- Planning and coordinating training to ensure the shift development is maximised and that necessary expertise are maintained.
- Assuming a high profile in the routine administration of the Processing function.

Key skills

- High level communication and management skills.
- Ability to make correct and clear decisions under pressure.
- Ability to project a service oriented attitude.
- Good staff motivational skills.
- Strong troubleshooting skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

A minimum commitment of at least 3 years to the Shift Management role is expected.

Other comments

Position Description

Position title: Shift Team Leader
Position code: 18235
Level: 3

Responsible for

Supervising shifts within the Operations/Data Centre.

Report to

Data Centre Manager.

Supervises

Data Centre Operators.

Main activities

- Ensuring all system services are operating.
- Carrying out first level problem determination of computer problems.
- Ensuring that the quality of computer printed output is acceptable.
- Initialising computer systems and network and all associated applications.

Key skills

- Ability to diagnose common problems in the operation of equipment and systems.
- Production scheduling, leadership and motivational skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

At least 4 years of experience in data centre operations, with at least 2 years in a large IT site. Will have completed all necessary training courses in the operation of the equipment and systems.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Senior Operator; Shift Leader.

Position Description

Position title: Senior Data Centre Operator
Position code: 18240
Level: 2

Responsible for

Operating the computer to ensure the timely completion of either more urgent, more complex or specialised assignments, as per user requirements.

Report to

Shift Manager.

Supervises

May mentor Data Centre Operators.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Undertaking the more urgent, more complex or specialised assignments.
- Operating printers, distributing paper to the output area, and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.
- A proven record of accuracy and timely production of reports.

Internal contacts

Users.

External contacts

Limited external contacts, Suppliers of third level Support.

Typical experience

At least 3-5 years of experience in Operations/Data Centre within a large, corporate environment. Will have completed operational courses and on the job training.

Other comments

Often required to work in a 24x7/extended hours roster environment.

Position Description

Position title: Data Centre Operator
Position code: 18245
Level: 2

Responsible for

Operating the data centre to ensure the timely completion of assignments as per user requirements.

Report to

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal contacts

Users.

External contacts

Limited external contacts, Suppliers of third level Support.

Typical experience

At least 2-3 years experience in data computer operations. Will have completed operational courses and on-the-job training.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Operator

Position Description

Position title: Junior Data Centre Operator
Position code: 18250
Level: 1

Responsible for

Operating the data centre to ensure the timely completion of assignments as per user requirements.

Report to

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal contacts

Users.

External contacts

Limited external contact, Suppliers of third level Support.

Typical experience

At least 6-12 months of experience in Computer Operations. Will have completed operational courses and on-the-job training.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Junior Operator; Trainee Data Centre Operator.

Position Description

Position title: Customer Insights Manager
Position code: 20515
Level: 5

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Report to

Head of Marketing

Supervises

Customer Insights Analysts

Main activities

- Managing ad-hoc research projects to successfully deliver clear and actionable insights and recommendations to the business.
- Manage relationships with key stakeholders across the business to support projects, events & initiatives as needed.
- Generate an understanding of on return on marketing investment for existing campaigns.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non-technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.

Internal contacts

Marketing, Sales, Finance and IT departments of the business.

External contacts

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on developing insights into consumer behavior through various data sources.

Position Description

Position title:	Senior Customer Insights Analyst
Position code:	20514
Level:	4

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Report to

Manager, Database Analysis.

Supervises

No supervisory responsibilities.

Main activities

- Analysing information using computerised statistical/data analysis techniques and developing sophisticated models (e.g. predictive, segmentation, profiling etc.) that support the marketing group's requirements.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Effectively interpreting and providing analytical solutions to the business owner.
- Scoring of the customer base to support segmentation.
- Providing guidance and support to the business in determining and recommending information needs.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Proven expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.
- Presentation skills.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

Internal contacts

Database/data-warehousing specialists and support, business users.

External contacts

Typically none.

Typical experience

Around 6-8 years experience in converting analytical findings into insights for a variety of audiences. 5 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements as well as proficiency in presenting outcomes to business and marketing managers. Previous experience with high volume data loading, extraction, manipulation, management and reporting.

Other comments



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Alternative title: Datamining Innovations Analyst.

Position Description

Position title:	Customer Insights Analyst
Position code:	20513
Level:	3

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling. With a strong blend of technical and business skills this role requires a firm understanding of relational databases and the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Report to

Manager, Database Analysis or Campaign Delivery Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing information or data from internal sources to customers and management to support marketing decisions and projects.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Analysing information using statistical/data analysis techniques, and developing models (e.g. predictive, segmentation, profiling etc) that support the marketing group's requirements.
- Generating customer lists from data within the Integrated Data Warehouse (IDW), either directly by SQL code or via the Campaign Engine, in support of Consumer Marketing Campaigns.
- Providing guidance and support to the business in determining and recommending information needs.
- Educating customers on what data is available in the IDW and how they can use it.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Building expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

Key skills

- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced data analysis skills and knowledge of SQL programming.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

Internal contacts

Database/data-warehousing specialists and support, business users.

External contacts

Typical experience

Around 2 - 3 years experience in converting analytical findings into insights for a variety of audiences and/or 2 - 3 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements.

Other comments

Also known as Database Analyst

Position Description

Position title: Marketing Manager - Market Intelligence/Research
Position code: 13060
Level: 4

Responsible for

Managing the organisation's Marketing Research requirements of both an internal and external nature within budgetary constraints for the purposes of forecasting sales and developing new and existing products.

Report to

Marketing Manager.

Supervises

May supervise a Marketing Research Officer.

Main activities

- Undertaking market analyses/research.
- Undertaking research for the development of strategic business and territory plans in order to provide information required for the business development process and for bid proposals.
- Undertaking customer-related research such as market/technology trends and industry benchmarks using accurate and consistent methodologies for ongoing consumer research.
- Identifying opportunities to promote the organisation amongst the industry analyst community and managing analyst briefings with relevant organisational Executives.
- Providing Corporate Finance Personnel and Business managers with information on organisations targeted for acquisition.
- Managing the contracts/subscriptions with external research providers.
- Providing training to staff on research and information resources.
- Managing public and industry requests for corporate information such as surveys, registers, listings etc.
- Managing the research budget.

Key skills

- Research expertise and experience.
- Strong numeric and analytical skills.
- Good oral and written communication skills.
- Well-rounded knowledge of a specific industry sector.
- Ability to communicate effectively with people at all levels both internally and externally.
- Project management skills - with the ability to manage multiple tasks simultaneously.

Internal contacts

Sales/Product Management Teams, Business Managers, Marketing Team, Corporate Finance, Executive Managers.

External contacts

Industry Analysts, Research Service Providers.

Typical experience

Typically 5-10 years of research experience, coupled with a relevant tertiary qualification.

Other comments

This role may also require leadership skills if a Marketing Research Officer is reporting through to it.

Position Description

Position title: Marketing Officer - Market Intelligence/Research
Position code: 13065
Level: 2

Responsible for

Undertaking Marketing Research studies and gathering statistical data for the purposes of forecasting sales and developing new and existing products.

Report to

Marketing Knowledge and Research Manager, Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Undertaking delegated market analysis/research.
- Undertaking research for the development of strategic business and territory plans in order to provide information required for the business development process and for bid proposals.
- Analysing statistical data regarding economical and industry trends.
- Preparing and Presenting relevant detailed reports for Management.
- Providing background material for the launches of new products and for overall marketing strategy formulation.
- Assisting with the management of contracts/subscriptions with external Research providers.
- Carrying out public and industry requests for corporate information such as surveys, registers, listings etc.

Key skills

- Sound knowledge of standard Research methodologies.
- Strong statistical ability.
- Strong numeric and analytical skills.
- Communication skills.
- Growing knowledge of a specific industry sector.
- Eye for detail.

Internal contacts

Sales/Product Management Teams, Business Managers, Marketing Team, Corporate Finance, Executive Managers.

External contacts

Industry Analysts, Research Service Providers.

Typical experience

Typically 2-5 years of Research experience, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Functional Lead - Product Management
Position code: 13515
Level: 6

Responsible for

Managing the development, market share and profitability of an organisation's portfolio of products.

Report to

Senior Management

Supervises

Product Managers

Main activities

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

Key skills

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

Internal contacts

Senior management, product management team, marketing team, sales team.

External contacts

External vendors, industry contacts, market research firms.

Typical experience

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Product Manager
Position code: 64135
Level: 5

Responsible for

Manages a large product or portfolio of products to maximise their revenue and growth.

Report to

Business Unit Head, Senior Management.

Supervises

May mentor more junior Product Managers.

Main activities

- Develops and drives the business case for changes to the product offering or its delivery to market to maximise product growth.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Responsible for the success of new product(s) initiatives.
- Directs and implements modifications to the product(s) to maximise product revenue and growth.
- Uses well developed industry knowledge to strategically direct product development.
- Liaises and instructs stakeholders in sales, marketing and finance to direct and improve product delivery.
- Instructs junior staff in relevant processes to assist in their development.

Key skills

- Ability to solve complex problems with consideration to business impact.
- Uses industry knowledge to predict future challenges for the product(s).
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Experienced in presenting and communicating with stakeholders to maximise product sales and revenue.
- Uses relationships across the business and industry to drive product development and growth.

Internal contacts

Senior management, sales, marketing and finance.

External contacts

End-users, industry contacts, market research firms, vendors.

Typical experience

5-8 years experience in product management, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Product Manager
Position code: 64035
Level: 4

Responsible for

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

Report to

Senior Product Manager, Business Unit Head.

Supervises

May supervise a Marketing Assistant.

Main activities

- Developing and/or Contributing significantly to the overall marketing strategy of a specific product or product line.
- Managing Product sales budgets and continually monitoring actual product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence.
- Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in Product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing Product training to sales force.
- Overseeing Product design and enhancement activities.

Key skills

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

Internal contacts

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

External contacts

Advertising Agencies, Market Research Companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

Typical experience

Minimum 5 years commercial experience, coupled with a university degree in Business/Marketing or similar tertiary level qualification.

Other comments

Position Description

Position title: Associate Product Manager
Position code: 13530
Level: 3

Responsible for

Assisting the Product Managers in the development and maintenance of a product or portfolio of products to maximise their revenue and growth.

Report to

Manager - Product Management; Product Managers.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of product features to ensure a competitive and marketable range of products.
- Assisting in the development of sales ideas and promotional materials to support new and existing products.
- Ensuring all marketing support documentation is current and has received the appropriate compliance sign-off.
- Answering product related enquiries from staff and intermediaries.
- Assisting in the development of regular product communications to customers and advisers.
- Assisting with projects as required.

Key skills

- Sound understanding of the market.
- Good communication and interpersonal skills.
- Proficiency in Word and Excel.
- Ability to work in a team environment.
- Time management and ability to prioritise.

Internal contacts

Product Managers; the Sales & Marketing, Distribution, and Actuarial departments; Client Service staff.

External contacts

Advisors, Dealers.

Typical experience

3+ years of experience in Product Management, coupled with relevant qualifications.

Other comments

Position Description

Position title: Team Leader - Incident/ Problem Management
Position code: 35015
Level: 4

Responsible for

Leadership and support for the Incident / Problem Management team, acting as an escalation point for problems.

Report to

Business Unit Manager

Supervises

Incident / Problem Management team.

Main activities

- Overseeing and supporting the team, whilst ensuring duties are completed.
- Ensuring the necessary documentation is completed and communicated.
- Escalation of problems to the appropriate manager.

Key skills

- Customer Service Skills
- Ability to lead a team
- Excellent verbal, and written communication skills
- Good analytical skills

Internal contacts

Incident/Problem Management team, Business Unit Manager, Service Delivery divisions.

External contacts

Customers,

Typical experience

Tertiary qualification in appropriate area, minimum 2 years experience in a Problem Management role, team leader experience

Other comments

Position Description

Position title: Incident/Problem Consultant
Position code: 35020
Level: 3

Responsible for

Ensuring processes/procedures are in place to manage and resolve high impact problems that have exceeded standard service levels or resulted in customer dissatisfaction.

Report to

IT Support Manager, General Manager - Infrastructure.

Supervises

No supervisory responsibilities, coordinates Incident response teams.

Main activities

- Implementing formal strategies to drive the efficiency and effectiveness of the Incident Management process for complex/high impact problems.
- Coordinating incident response teams to resolve IT problems that have exceeded typical service levels or result in significant business disruption.
- Investigating the root cause of incidents and instigating actions to correct the situation.
- Ensuring all high impact incidents/requests follow standard escalation guidelines.
- Monitoring and managing the communication of major IT incidents to employees.
- Forming critical incident rapid response teams to alleviate system outages as quickly as possible.
- Collating and developing reports for management containing key statistics surrounding incident management and resolution.
- Ensuring ownership of problems by relevant operational groups.

Key skills

- Strong communication and interpersonal skills.
- Strong ability to work well under stress and conflict.
- Ability to negotiate and influence effectively.
- Ability to work with both technical and non-technical employees at all levels of the organisation.
- Ability to develop and maintain a quality assurance program.
- Strong report writing skills.
- Basic understanding of IT architecture, both infrastructure and applications.

Internal contacts

Business Unit Managers and IT employees at all levels of seniority.

External contacts

Vendors.

Typical experience

5+ years of experience within corporate IT, either from a business or technical background. At least 2 years of this experience should be in Incident Management.

Other comments

Alternative Titles: Problem Manager; Critical Incident Manager; Incident/Problem Consultant. *** This is not a team leader role.

Position Description

Position title:	Senior IT Relationship/Account Manager
Position code:	35005
Level:	5

Responsible for

Managing all operational and strategic interactions between a designated organisational business unit(s) and IT to deliver an effective, efficient IT service.

Report to

May report to the relevant business unit manager, or to IT management dependent upon organisational structure.

Supervises

May supervise more junior IT Relationship/Account Managers.

Main activities

- Working closely with the business unit to match strategic demand for IT services with supply via effective prioritisation and process improvement.
- Providing a key contact point for relevant business unit(s) to check the status of projects and work requests.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Ensuring that relevant business unit stakeholders/representatives are involved in designing and/or enhancing IT processes.
- Preparing and distributing regular service level reports to both IT and business unit management.
- Assisting in the escalation of IT performance/service delivery issues on behalf of business unit customers.
- Assisting business unit with project and work requests and assisting on components of business cases.
- Conducting service level reviews with both IT and business unit to determine emerging requirements and areas of improvement.
- Conducting strategic and operational planning.

Key skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Knowledge of emerging technology trends, IT functions, basic architecture.
- Understanding of project management methodologies.
- Enthusiastic champion of change.

Internal contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

External contacts

Vendors.

Typical experience

8-10 years commercial IT experience, ideally with 5 years in a senior IT/business role coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Senior Service Delivery Manager.

Position Description

Position title: IT Relationship/Account Manager
Position code: 35010
Level: 4

Responsible for

Managing all operational and strategic interactions between a designated organisational business unit (s) and IT to deliver an effective, efficient IT service.

Report to

May report to Senior IT Relationship/Account Manager or to IT management dependent upon organisational structure.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with the business unit to match operational demand for IT services with supply via effective prioritisation and process improvement.
- Providing a key contact point for relevant business unit(s) to check the status of projects and work requests.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Contributing to strategic and operational planning processes.
- Preparing and distributing regular service level reports to both IT and business unit management.
- Assisting in the escalation of IT performance/service delivery issues on behalf of business unit customers.
- Assisting business unit with project and work requests and assisting on components of business cases.
- Conducting service level reviews with both IT and business unit to determine emerging requirements and areas of improvement.

Key skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Knowledge of emerging technology trends, IT functions, basic architecture.
- Understanding of project management methodologies.
- Enthusiastic champion of change.

Internal contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

External contacts

Vendors.

Typical experience

5-7 years commercial IT experience, ideally with 3 years in an IT/business partnership role coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Relationship Manager
Position code: 35025
Level: 3

Responsible for

Managing high importance interactions between the business and external agents, and ensuring client and partner satisfaction by appropriate transitioning to other business divisions.

Report to

Business manager

Supervises

May supervise other relationship specialists.

Main activities

- Develop a plan for the acquisition and processing of all high importance partnerships and other external agents and delivers value to the product/solution development and sales channels.
- Assess and recommend emerging partners or clients for suitability of incorporation into the business, in line with the collaboration with relevant internal stakeholders
- Develop strong relationships with the partners and other external agents in order to achieve high levels of commitment and participation in joint arrangements to maximise revenue growth
- Manage and document budget allocation and expenditure, in relation to growing relationships.

Key skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Relative market knowledge
- Good analytical and reporting abilities

Internal contacts

Stakeholders, service delivery divisions,

External contacts

Existing and emerging business partners, and prospective clients

Typical experience

At least 3 years Relationship management experience, tertiary qualification in related field,

Other comments

Alternative Titles: Partnership Manager.

Position Description

Position title: IT Commercial Manager
Position code: 35030
Level: 5

Responsible for

Managing IT supplier relationship(s) with direct responsibility for commercial, contractual, legal and financial outcomes for specific category(s), ensuring that the organisation achieves maximum leverage (price and service delivery/quality) from IT supplier arrangements.

Report to

Dependent on organisational structure - may report to Senior IT Management with a 'dotted line' report to Procurement/Finance, Director Strategic Sourcing.

Supervises

Team of Commercial Analysts.

Main activities

- Developing, implementing and managing appropriate strategies and processes to ensure relationships with key suppliers deliver value-added, competitive solutions, which enable organisational objectives to be met.
- Contributing to and developing commercial strategies relating to sourcing from external suppliers, which will meet commercial/business objectives. Where assigned, manage and lead the implementation of these strategies as appropriate.
- Providing input to and implementing strategic outsourcing and operational plans which integrate into the overall organisational strategies. Identifying opportunities to support and implement programs that significantly reduce the operating and capital expenditure.
- Supporting the Supplier Teams to lower the unit prices of products and services to deliver annualised savings as well as assisting in identification of unnecessary usage of products and services to reduce expenditure.
- Developing and maintaining a sound understanding of the supplier market and effectively apply this to the development of the supplier relationships and acquisition practices.
- Establishing robust engagement points with both internal and service providers for the assigned portfolio projects.
- Providing commercial advice/direction, risk analysis and assistance with dispute resolution to internal customers in relation to supplier and contract management.
- Maintaining supplier relationships to ensure compliance with agreed contractual terms and business needs.
- Acting as the escalation point for problems/disputes relating to supplier relationships.
- Fulfilling the role of commercial representative at supplier review and governance meetings as required.

Key skills

- Astute in the management and operation of suppliers with proven ability to assess the capability of suppliers and commercial proposals.
- Strong negotiation skills with a proven track record in supplier management.
- Sound understanding of supplier contracts and the initiative to seek timely advice on technical and operational perspective's from both internal and external sources to ensure the most favourable commercial outcome.
- Ability to work autonomously and as a part of a team.
- Ability to analyse, evaluate and be creative in solving complex problems including conflict, priorities and resourcing.
- Excellent written, numerative and verbal skills to communicate with vendors, senior management and customers.
- Demonstrated ability to represent the company and successfully deal with sensitive commercial negotiations.

Internal contacts

Business Units, Legal staff, Project Managers, Infrastructure and Applications Specialists.

External contacts

External Consultants, Outsource Service Providers, external solicitors and clients.



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Typical experience

Will have at least 6 years experience in a commercial environment, preferably incorporating project, service delivery, technology or supplier management. Tertiary qualifications in a relevant discipline - Business, Management, Legal.

Other comments

Position Description

Position title:	Senior Commercial Analyst
Position code:	35035
Level:	4

Responsible for

Analysing the performance of preferred suppliers in areas such as vendor performance, market costing and costs incurred by the business. Providing support to Commercial Managers in delivering outcomes on specified goods and services categories.

Report to

IT Commercial Manager.

Supervises

May supervise Commercial Analysts

Main activities

- Assisting with development and management of one or more suppliers or categories to best practice sourcing standards.
- Developing and managing one or more lower risk categories.
- Implementing appropriate strategies and processes to ensure relationships with key suppliers, deliver value-added, competitive solutions, which enable the business to meet objectives.
- Contributing to the development of commercial strategies and management plans relating to sourcing from external suppliers, which will meet commercial/business objectives.
- Assisting in the provision of commercial advice/direction, risk analysis and assistance with dispute resolution to internal customers in relation to supplier and contract management.
- Measuring, monitoring and reporting on customer satisfaction and vendor performance and implementing continuous improvement strategies.
- Ensuring all managed spend arrangements comply with relevant policies and regulatory requirements.
- Maintaining supplier relationships to ensure compliance with agreed contractual terms and business needs.
- Taking responsibility for other aspects of ongoing contract management activities including monitoring supplier compliance with SLAs and monitoring market changes and the impact of changes in technology.

Key skills

- Developing knowledge of current trends/movements in supplier management.
- Developing an understanding of the supplier market and effectively apply this to the development of supplier relationships and acquisition practices.
- Demonstrated capability in the management and operation of suppliers with proven ability to assess the capability of suppliers and commercial proposals.
- Capable negotiation and influencing skills with a proven track record in supplier management.
- Demonstrated ability to develop, interpret and manage low-med value contracts and business relationships.
- Ability to maintain higher risk categories under supervision of senior resource.
- Ability to develop and maintain professional internal and external relationships.

Internal contacts

Business Units, Legal staff, Infrastructure and Applications Specialists.

External contacts

External Consultants, Outsource Service Providers.

Typical experience

Will have 3-5 years in a commercial environment including experience in negotiating and managing low-medium value supplier contracts. Tertiary qualifications in a relevant discipline, Business and/or Management.

Other comments

Position Description

Position title: Commercial Analyst
Position code: 35040
Level: 3

Responsible for

Supporting team members in delivering agreed business plans through the collection and analysis of data and information that contributes to the development and implementation of projects and supplier management across the supply chain.

Report to

Commercial Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the collection and analysis of data required to develop and maintain new and existing supplier arrangements.
- Actively participating in supplier performance reviews by analysing market changes and impact of change in technology, identification of new or changes in customer requirements, the impact of a change in organisational strategy, supplier performance, customer satisfaction and comparative pricing benchmarking.
- Reviewing and reporting on customer compliance with preferred supplier arrangements.
- Assisting Commercial Managers with investigation of customer issues and queries in relation to managed supplier agreements.
- Developing and expanding knowledge of industry best practice in procurement and supplier management and becoming aware of current trends and changes in the industry.
- Acting as the first point of contact for customer queries and when required escalating to the relevant Commercial Manager.
- Providing assistance as required with the collection and analysis of financial data required to develop and maintain new and existing supplier agreements.
- Supporting nominated Commercial Managers in delivering targeted outcomes in relation to supplier agreements and projects.

Key skills

- Ability to work autonomously and as part of a team.
- Ability to analyse, evaluate and be creative in solving complex problems including conflict, priorities and resourcing.
- Strong written, numerative and verbal skills to communicate with vendors, senior management and customers.
- Developing negotiation skills.
- Excellent numerical, report writing and analytical skills.

Internal contacts

Business Units, Legal staff, Infrastructure and Applications Specialists.

External contacts

External Consultants, Outsource Service Providers.

Typical experience

Will possess or be studying towards relevant tertiary qualifications in a discipline such as Business, Management and Legal or will have 2 years relevant industry experience.

Other comments

Alternative Title: Service Level Analyst.

Position Description

Position title: Project Manager (Large Projects)
Position code: 26010
Level: 5

Responsible for

Ensuring preparation/completion of large projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

Report to

Corporate Professional Services Manager or Project Director/Program Manager or Professional Services Manager

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Managing phases of software development including requirements analysis, system design, specification, development, testing and implementation.

Key skills

- Fully competent in managing very senior professionals.
- Fully competent in managing a large entity (PSC, Industry grouping, very major project/programs).
- Able to work with/influence executive-level management and customers.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- Experience with a project management methodology.

Internal contacts

Senior Management, Financial and Accounting staff, Technical Support staff, Sales Management.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level education, with at least 15 years of experience in a technical field - IT, systems integration, consulting, development. At least 2-3 years managing smaller project managers and/or consultant-level professionals.

Other comments

May typically manage large projects (e.g. \$6M+) requiring more staff and with a higher dollar value. The job holder may well be the prime contractor coordinating the activities of a range of suppliers.

Position Description

Position title: Project Manager (Mid Range Projects)
Position code: 26015
Level: 4

Responsible for

Ensuring preparation/completion of mid range projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

Report to

Corporate Professional Services Manager or Project Director/Program Manager or Professional Services Manager

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Managing phases of software development including requirements analysis, system design, specification, development, testing and implementation.
- Managing installation/field testing of developed systems.

Key skills

- Effective in working with and influencing customer and senior management.
- Fully competent in business management.
- Ability to manage and lead professional staff, contractors and multi-disciplinary teams to achieve a given objective.
- Experience with a project management methodology.
- Fully competent in management of complex programs.
- Ability to meet tight schedules and cost targets without compromising customer requirements.

Internal contacts

Senior Management, Financial and Accounting staff, Technical Support staff, Sales Management staff.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level education with 10-15 years of experience in a technical field (information technology, systems integration, consulting, development) with 2-3 years managing professionals.

Other comments

May typically manage mid range size contracts (e.g. \$3 - \$5M) and also coordinate the activities of a range of suppliers.

Position Description

Position title: Project Manager (Small Projects)
Position code: 26020
Level: 3

Responsible for

Ensuring preparation/completion of smaller projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

Report to

Corporate Professional Services Manager or Project Director/Program Manager or Professional Services Manager

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Managing phases of software development including requirements analysis, system design, specification, development, testing and implementation.
- Managing installation/field testing of developed systems.

Key skills

- Ability to lead and manage professional staff, contractors and teams.
- Project/Program management of smaller projects/programs.
- Experience with a project management methodology.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- General business management.

Internal contacts

Senior Management, Financial and Accounting staff, Technical Support staff, Sales Management staff.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level education, with at least 5 years of experience in a technical field, information technology, systems integration, consulting, development. At least 2-3 years of experience in supervising/leading others as a project manager or leader.

Other comments

May typically manage smaller teams in lower value assignments (e.g. \$1 - \$2M) - may also act as a prime contractor coordinating the activities of a small range of suppliers.

Position Description

Position title: General Manager - IT Outsourcing
Position code: 18013
Level: 6

Responsible for

Developing and implementing of sourcing strategies for all IT sourcing requirements across the organisation including current/potential outsourcing activities.

Report to

Chief Information Officer.

Supervises

Commercial Managers, Supplier Managers, Relationship Managers.

Main activities

- Acting as the custodian of third party relationships with direct responsibility for commercial, contractual, legal and financial aspects;
- Identifying new organisations and product offerings as potential outsource providers for the organisation.
- Building relationships with the view to create strategic partnerships that are mutually beneficial.
- Participating in short and long term planning, conducting risk management assessments and making independent decisions concerning procedures based on an understanding of the organisation's dynamics.
- Identifying, developing and implementing new business ideas to improve operational effectiveness and maintain a competitive edge in light of market trends and developments.
- Providing leadership and direction to employees ensuring the most efficient use of their skills and abilities.
- Identifying and developing the skills of employees, including the provision of training, regular feedback, motivation as well as rewards and recognition.

Key skills

- Astute in the management and operation of suppliers/supply chains with proven ability to assess the capability of suppliers, their improvement plans and commercial proposals.
- Leadership quality, ability to maintain professional relationships with service providers, while negotiating best terms for the organisation's business units.
- Advanced negotiation skills and ability to represent the company and successfully deal with sensitive commercial negotiations.
- Familiar with IT technical environment. Understanding of infrastructure e.g. LAN/WAN, Desktop, Server and mainframe environments.
- Ability to understand outsourcing contracts and seek timely advice on technical and operational perspective from both internal and external sources to ensure the most favourable commercial outcome.
- Project and contract management skills.
- Ability to coach and mentor others.

Internal contacts

Senior Management, Legal, Procurement, Business Managers across the organisation.

External contacts

Senior management level of IT Vendors and Suppliers, Senior Account Managers.

Typical experience

At least 12 - 15 years relevant experience, incorporating practical experience in commercial management with specific emphasis on IT Services and/or outsourcing. Will hold tertiary qualifications in Business, Law, Finance, IT or a related discipline.

Other comments

Position Description

Position title: Client Services Manager (Large)
Position code: 26060
Level: 6

Responsible for

Managing cross-business programs ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team. Contract gross margin responsibility and up selling and expansion of account.

Report to

Chief Executive Officer/Managing Director, General Manager.

Supervises

May supervise Service Delivery Manager(s).

Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of great strategic importance/high complexity/annual revenue of approximately \$75 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Collaborating with the engagement team to establish and drive appropriate cross functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

Internal contacts

Senior Management, outsourced IT employees.

External contacts

Clients, client employees, Suppliers, third party organisations.

Typical experience

At least 15 years of relevant industry experience.

Other comments

Position Description

Position title: Client Services Manager (Medium)
Position code: 26065
Level: 5

Responsible for

Managing cross-business programs and ensuring the successful transition of the engagement team to the delivery readiness team, and thence to the delivery operations team.

Report to

Chief Executive Officer/Managing Director, General Manager.

Supervises

May supervise Service Delivery Manager(s).

Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of strategic importance/reasonable complexity/annual revenue of approximately \$25 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Collaborating with the engagement team to establish and drive appropriate cross-functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

Internal contacts

Senior Management, outsourced IT employees.

External contacts

Clients, client employees, Suppliers, third party organisations.

Typical experience

At least 12 years of relevant industry experience.

Other comments

Position Description

Position title: Client Services Manager (Small)
Position code: 26070
Level: 4

Responsible for

Managing cross-business programs and ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team.

Report to

Chief Executive Officer/Managing Director, General Manager.

Supervises

May supervise Service Delivery Manager(s), often a dotted line relationship.

Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of moderate strategic importance/normal complexity/annual revenue of approximately \$5 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Managing the engagement team to establish and drive appropriate cross functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

Internal contacts

Senior Management, outsourced IT employees.

External contacts

Clients, client employees, suppliers, third party organisations.

Typical experience

At least 7 years relevant industry experience.

Other comments

Position Description

Position title:	Research Lab Manager
Position code:	74030
Level:	6

Responsible for

Supervising and managing the activities of an assigned unit to provide adequate technical support for new product or process developments, production and product problems, or to identify possible new areas for technical exploration.

Report to

Research & Development Director.

Supervises

Research Engineering teams.

Main activities

- Providing supervision/management of the activities and staff of a research Technical Lab engaged in product development and related technical support functions.
- Identifying and allocating manpower and resources to assure completion of established objectives within budgetary and schedule guidelines.
- Assisting management in identifying and initiating technical projects and programs.
- Identifying and recommending objectives and scope of technical projects and the subsequent communication of goals, scope, approach and schedules to assigned engineering and technical personnel for the performance of tasks and projects.
- Selecting individuals most qualified for assignments on specific projects and organising project and task work loads accordingly.
- Assessing results/progress of technical projects according to technical objectives – within budgetary and schedule guidelines.
- Completing periodic progress reports and making relevant presentations to management – identifying results of project progress and associated findings/issues.
- Troubleshooting persistent technical problems causing delays of section tasks and projects where a high level of technical knowledge and capability may be required.

Key skills

- Good written and oral communication skills.
- Problem identification and proven research abilities.
- Proven and effective people management skills and a demonstrated ability to effectively supervise, motivate and direct technical personnel.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

Internal contacts

Other team members, company management.

External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

Typical experience

Must have tertiary qualifications in a general research degree with 8+ years of progressively complex technical experience involving the latest state-of-the-art applications and techniques; will typically possess a PHD; 2+ years of technical supervision and project management responsibilities.

Other comments

Position Description

Position title: Principal Research Engineer
Position code: 74015
Level: 5

Responsible for

Planning and directing projects (or significant phases of projects) within an assigned scientific functional area and providing technical direction/coordination in the performance of assigned projects pertaining to the development of firmware, embedded systems and related software.

Report to

Research & Development Director/Research Lab Manager.

Supervises

Only indirect staff supervision of a technical nature.

Main activities

- Developing and applying advanced scientific theories, methods and research techniques in the investigation and solution of complex technical problems.
- May provide principal technical guidance in the completion of assigned projects.
- Building both the business and technical cases of research projects and associated planning activities - establishing & defining the theoretical bases and principles; defining & selecting empirical test procedures to be used, resource planning for completion of projects.
- Specifying equipment, materials and suppliers required for completion and/or implementation of technical projects.
- Providing technical direction to, and coordinating the activities of research engineers, undergraduates and support personnel assigned to projects.
- Interpreting and evaluating test data and results of investigations and developing appropriate recommendations based on individual assessment and input from senior research engineers. Recommending necessary corrections in technical analyses and design.
- May provide technical consultation to technical staff and production organisations concerning technical problems in area of specialty.
- Investigating relevant literature, patents and current practices.

Key skills

- Good written and oral communication skills.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

Internal contacts

Other team members, company management.

External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

Typical experience

Must have tertiary qualifications in a general research-related with 8+ years of relevant work experience with emphasis in advanced engineering or scientific research and development or technical project leader; may hold a PHD.

Other comments

Alternate Title: Principal Design Engineer (Research & Development).

Position Description

Position title: Senior Research Engineer
Position code: 74010
Level: 4

Responsible for

Conducting independent investigation involving the original application of the principles of engineering, electronics, physics etc in the origination or modification of firmware, embedded systems and related software.

Report to

Distinguished Research Engineer/Research Lab Manager.

Supervises

May supervise the activities of a team of more junior Research Engineers.

Main activities

- Assuming full technical responsibility for planning, organising and conducting technical reports/assignments.
- Originating and planning projects involving exploration of product and/or process problems -defining and selecting most pertinent of new concepts and approaches to the design or development of new and improved products and processes.
- Initiating, coordinating and overseeing the implementation of test runs and the development of experimental models pertaining to the development of new designs, methods, algorithms or processes.
- Providing technical guidance over projects assigned to more junior engineers and assisting with staff training as required.
- Analysing and evaluating test data, in order to prepare recommendations and determine the adequacy of design or specifications, feasibilities of manufacture, and other pertinent considerations faced in making decisions to produce a new product/process.
- Consolidating results of component elements of major projects performed by others and/or self into an integrated total assignment and providing written reports on behalf of the project indicating both status and results.
- Assisting internal product groups with technical queries/advice during implementation and development stages.
- Investigating literature, patents & current practices relevant to solving assigned problems.

Key skills

- Good written and oral communications.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications as end-user (customers) are not usually available.
- Advanced skills in programming, documentation and design.

Internal contacts

Other team members, company management.

External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

Typical experience

Must have tertiary qualifications in a general research degree with at least 4 - 5 years of relevant work experience; may hold a PHD.

Other comments

Alternate Title: Senior Design Engineer (Research & Development).

Position Description

Position title: Research Engineer
Position code: 74005
Level: 3

Responsible for

Independent research and development tasks (i.e.: developing, testing, documenting and maintaining systems) of considerable importance and complexity relating to the more complicated phases of an overall scientific or engineering project.

Report to

Distinguished Research Engineer/Research Lab Manager.

Supervises

No supervisory responsibilities.

Main activities

- Performing professional engineering and scientific assignments of considerable complexity under general direction with considerable discretion as to work details.
- Developing new programs and enhancing, modifying and correcting existing software.
- May be tasked as the technical lead (providing specialist input to systems analysis and design) on relatively smaller projects in terms of staffing numbers and financial expenditure budgets.
- Conducting investigations or tests pertaining to the development of new designs, methods, algorithms, or processes - exercising independent judgment within the limits of established research techniques.
- Conducting extensive literature searches on relevant research topics.
- Compiling & evaluating essential design/test data & preparing technical specifications/documents in order to analyse such information & determine appropriate limits & variables for recommended product, process or material specifications.
- Under direction, may assist internal product groups with technical queries/advice during the implementation and development stages.
- Can be required to assist undergraduates in any combined research projects with tertiary institutions and/or assist new Research Graduates commencing with the organisation in their initial projects.

Key skills

- Good written and oral communications.
- Problem identification and proven research abilities.
- A demonstrated ability to work in a team in accord with established standards.
- This position requires a person with very strong conceptual skills and the ability to develop systems from specifications as end-user (customers) are not usually available.
- Developing skills in programming, documentation and design.

Internal contacts

Other team members.

External contacts

Limited external contacts.

Typical experience

Must have tertiary qualifications in a general research degree with at least 1 year of relevant work experience; alternatively may be a recently qualified PHD with up to two years experience.

Other comments

Alternate Title: Software Design Engineer (Research & Development).

Position Description

Position title: Head of Section - Research & Development
Position code: 19015
Level: 5

Responsible for

Managing Research and Development projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Report to

Chief Executive Officer, Research Director.

Supervises

Scientific and Technical staff.

Main activities

- Ensuring organisational research and development objectives are achieved by directing staff responsible for coordinating projects.
- Managing projects ensuring they are relevant to the organisation's commercial interests and consistent with organisational objectives.
- Ensuring all activities comply with relevant acts, authorities, legal demands, ethical standards and organisational policies.
- Developing effective document management systems to ensure accurate storage of information and retrieval when required.
- Managing costs within defined departmental and/or project cost centres.
- Developing and maintaining relationships with companies and institutions such as outsource contractors, partners, member institutes, scientific collaborators and potential licensees.
- Acting as a mentor and providing expert technical advice, facilitating the training and career development of staff.
- Developing and implementing policies and procedures relating to workplace safety.
- Presenting papers at national and international conferences.

Key skills

- Must have an established scientific record, credibility and reputation in a relevant scientific field/s.
- Ability to work in and foster a team environment.
- Extensive experience in project management.
- Advanced communication, interpersonal and presentation skills.

Internal contacts

Heads of Other departments, Senior Scientists, Scientists, Sales and Marketing staff, Project Directors, Discovery and Development staff.

External contacts

Outsource Contract Service Providers, Partners and Industry Related Networks, Member Institutes, Professional Affiliations, Universities.

Typical experience

Will have at least 7-10 years relevant industry experience, coupled with tertiary qualifications (often Masters or Ph.D.).

Other comments

Position Description

Position title: Principal Scientist - Research & Development
Position code: 19020
Level: 4

Responsible for

Coordinating projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Report to

Head of Section - Research and Development.

Supervises

May supervise more junior scientists.

Main activities

- Coordinating projects and providing expert technical/scientific advice to ensure project targets are achieved on time.
- Participating in project planning to ensure alignment with organisational objectives.
- Identifying and communicating new research opportunities.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Ensuring all activities comply with relevant acts, regulatory authorities, legal demands, ethical standards and organisational policies.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborators' satisfaction.
- Presenting papers at national and international conferences.
- Developing competency levels of staff by identifying training and development requirements and conducting performance reviews in accordance with organisational policy.
- Developing and implementing OHS policies and procedures relating to workplace safety.

Key skills

- Extensive experience and knowledge of relevant scientific fields.
- Comprehensive management and planning skills with an ability to work independently.
- Excellent communication, interpersonal and presentation skills.

Internal contacts

Heads of departments, Senior Scientists, Scientists, Production, Sales and Marketing, Quality Group, Discovery and Development staff.

External contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

Typical experience

Will have at least 5 years of relevant industry experience, coupled with tertiary qualifications degree in a relevant science discipline (often Masters or Ph.D.)

Other comments

May be involved in conducting QA activities.

Position Description

Position title: Senior Scientist - Research & Development
Position code: 19025
Level: 3

Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations and identifying new opportunities.

Report to

Head of Section - Research and Development, Principal Scientist.

Supervises

May supervise more junior scientists.

Main activities

- Providing expert technical/scientific advice to ensure project targets are achieved on time.
- Conducting research to investigate and solve complex conceptual problems. Making recommendations based on analysis - either independently or in collaboration with others.
- Identifying and communicating new research opportunities.
- Assisting with the identification, communication and planning of any resource management issues.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Acting as mentor - imparting technical knowledge and expertise to team members.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborators' satisfaction.

Key skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication, interpersonal and presentation skills.
- Ability to work as part of a team.
- Strong planning skills to ensure projects progress in scheduled time frames.

Internal contacts

Managing Director, Heads of departments, Principal Scientists, Scientists, Production, Sales and Marketing, Quality Group, Discovery and Development staff.

External contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

Typical experience

Will have at least 2-3 years of relevant industry experience, coupled with tertiary qualifications in a relevant science discipline. May have a Masters or Ph.D.

Other comments

May be involved in conducting QA activities.

Position Description

Position title: Scientist - Research & Development
Position code: 19030
Level: 2

Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations in collaboration with others and identifying new opportunities.

Report to

Head of Section - Research and Development, Senior Scientist, Principal Scientist.

Supervises

No supervisory responsibilities.

Main activities

- Conducting research to investigate and solve complex conceptual problems and making recommendations based on analysis in collaboration with others.
- Assisting with the identification and communication of new research opportunities.
- Maintaining familiarity with regulatory guidelines and industry standards.
- Ensuring laboratory equipment is clean and well maintained.
- Ensuring laboratory records are maintained, detailed and up to date. May provide regular reports on project development.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Developing and implementing QA control processes and procedures, advising Heads of Departments about potential risk areas.

Key skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication skills and interpersonal skills.
- Ability to work as part of a team.
- Ability to keep detailed records and produce scientific reports.

Internal contacts

Principal Scientist, Senior Scientists, Occupational Health and Safety Committee Members, Discovery and Development staff.

External contacts

Industrial Collaborators.

Typical experience

May have 1 years relevant industry experience but not essential. Tertiary qualifications in a relevant science discipline, may have a post-graduate qualification.

Other comments

Position Description

Position title: Information Security Director
Position code: 85016
Level: 6

Responsible for

Overseeing IT security measures throughout an organisation.

Report to

Chief Information Security Officer

Supervises

All IT Security employees.

Main activities

- Manage IT security programs and supervise security departments
- Prioritise and allocate security resources correctly and efficiently
- Define, implement and maintain corporate security policies and procedures
- Integrate IT systems development with security policies and information protection strategies
- Monitor security vulnerabilities, threats and events in network and host systems
- Develop strategies to handle security incidents and coordinate investigative activities
- Act as a focal point for IT security investigations and direct a full investigation with recommended courses of action
- Prepare financial forecasts for security operations and proper maintenance cover for security assets
- Participate in strategic planning for the deployment of information security technologies and program enhancements
- Ensure security policies, procedures and protocols are being executed by the appropriate technical teams
- Provide leadership, training opportunities and guidance to personnel
- Design and implement education programs focused on user awareness and security compliance
- Prepare senior-level technical reports for executive management
- Connect legal, regulatory and local organisational requirements with security goals

Key skills

- Practices and methods of IT strategy, enterprise architecture and security architecture
- Security concepts related to DNS, routing, authentication, VPN, proxy services and DDOS mitigation technologies
- Knowledge of Windows, UNIX and Linux operating systems
- Understanding of ISO 27001/27002, ITIL and COBIT frameworks
- PCI, HIPAA, NIST, GLBA and SOX compliance assessments
- Excellent prioritisation, coordination, collaboration, facilitation skills
- Knowledge of C, C++, C#, Java and/or PHP programming languages
- Firewall and intrusion detection/prevention protocols
- Secure coding practices, ethical hacking and threat modeling
- TCP/IP, computer networking, routing and switching
- Network security architecture development and definition
- Knowledge of third party auditing and cloud risk assessment methodologies
- Strong problem-solving and process-oriented thinking abilities

Internal contacts

Applications Management, Infrastructure Management, Senior Executive, Legal.

External contacts

Suppliers, Vendors, Police.

Typical experience

10+ years of general management experience, or experience in all aspects of IT at a senior level. Will hold relevant tertiary qualifications

Other comments

In smaller companies, the Security Director may be the equivalent of a CISO, in this case match to the Chief Information Security Officer position - 33065

Position Description

Position title: Digital Forensics Manager
Position code: 33200
Level: 5

Responsible for

Providing people leadership and task management to deliver on activities for cybercrime detection and response, and technical investigations including computer forensics.

Report to

Chief Security Officer.

Supervises

Principle, Senior and security consultants.

Main activities

- Build networks and strong working relationships with business, industry, law enforcement and government.
- Manage, motivate and mentor team of highly skilled security professionals.
- Review and critique output of senior team members for technical accuracy and completeness, business context and risk focus.
- Continually assess and improve internal processes based on customer needs, expectations and feedback.
- Manage the response & mitigation of cybercrime incidents on 24 x 7 basis.
- Assist in the response to eFraud cases.
- Make recommendations to mitigate the malware threat to the organisation and its customers.
- Stay abreast of new cybercrime threats and their potential impact on the organisation.
- Assist the business to understand and respond to cybercrime incidents.
- Manage the day to day performance of security investigations.

Key skills

- Proven communication, negotiation and relationship management skills.
- The ability to think logically and investigate independently.
- Strong attention to detail.
- Ability to understand technical jargon.
- Ability to communicate with all levels of the business.
- Knowledge and understanding of legislative and regulatory requirements relating to cybercrime, computer forensics, investigation, banking and finance, IT.

Internal contacts**External contacts****Typical experience**

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience), Security CISSP and/or GIAC certifications, 10 + years working in Information Technology, 5+ years in Security, 3+ years in management leadership role.

Other comments

Position Description

Position title: Digital Forensics Lead Specialist
Position code: 33205
Level: 5

Responsible for

Developing and executing the activities for cybercrime detection and response including performing technical investigations and computer forensics. Developing and providing input to security and online business strategies. Developing innovative solutions to existing and emerging cybercrime and security threats. Providing Subject Matter Expert (SME) knowledge in incident response events.

Report to

Cybercrime Investigations Manager.

Supervises

Senior Security Consultants and Security Consultants.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents.
- Deliver SME response to eFraud cases, specifically looking for new attack trends.
- Perform and instruct in-depth technical malware analysis and make recommendations to mitigate the threat to the organisation and its customers.
- Stay abreast of new cybercrime threats and their potential impact to the organisation.
- Present on cybercrime threats and assist the business to understand and respond to cybercrime incidents.
- Provide SME inputs to security and business strategies.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Practice industry standard and best-practice computer forensic methodologies and procedures.
- Finding contacts and alternate information sources where data is not available.

Key skills

- The ability to think logically and investigate independently.
- Strong attention to detail.
- Ability to present technical evidence clearly and in a manner for non-technical readership.
- Proven communication, negotiation and relationship management skills.
- Knowledge and understanding of cybercrime and fraud.
- Skilled in web pages and coding and developer skills.
- Thorough understanding of technology infrastructure and processes to assist in internal investigations.
- Knowledge and understanding of legislative and regulatory requirements relating to cybercrime, computer forensics, investigation, banking and finance, IT.

Internal contacts**External contacts****Typical experience**

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience), 5 + years working in Information Technology with 3+ years in security, Security CISSP and/or GIAC certifications, computer forensics certification e.g. Access Data Certified Examiner, Encase Certified Examiner (ENCE).

Other comments

Position Description

Position title: Senior Digital Forensics Specialist
Position code: 33210
Level: 4

Responsible for

Executing activities for cybercrime detection and response. Performing technical investigations and computer forensics. Working with more senior team members in developing innovative solutions to existing and emerging cybercrime threats.

Report to

Cybercrime Investigations Manager.

Supervises

Security Consultants and other senior consultants.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents.
- Assist in the response to eFraud cases, specifically looking for new attack trends.
- Perform in-depth malware analysis and make recommendations to mitigate the threat to the organisation and its customers.
- Stay abreast of new cybercrime threats and their potential impact.
- Assist the business to understand and respond to cybercrime incidents.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Finding contacts and alternate information sources where data is not available.
- Following step by step guides to package data and report findings to internal and external investigation teams.

Key skills

- Strong attention to detail and ability to work to strict deadlines.
- Proven communication and relationship management skills.
- Ability to present technical evidence clearly and in a manner for non-technical readership.
- The ability to think logically and investigate independently.
- Ability to understand basic technical jargon.
- Knowledge and understanding of cybercrime, fraud, banking and finance, including industry trends and technology adoption.
- Skilled in web pages and coding and developer skills.
- Good overall understanding of technology infrastructure and processes to assist in internal investigations.
- Ability to quickly learn and apply new skills.
- Ability to communicate with all levels of the business.

Internal contacts**External contacts****Typical experience**

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience), 5 + years working in Information Technology, 1+ years in security, Security CISSP and/or GIAC certifications.

Other comments

Position Description

Position title: Digital Forensics Specialist
Position code: 33213
Level: 3

Responsible for

Executing activities for cybercrime detection and response. Performing technical investigations and computer forensics. Working with more senior team members in developing innovative solutions to existing and emerging cybercrime threats.

Report to

Cybercrime Investigations Manager.

Supervises

No direct reports.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents.
- Assist in the response to eFraud cases, specifically looking for new attack trends.
- Stay abreast of new cybercrime threats and their potential impact.
- Assist the business to understand and respond to cybercrime incidents.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Finding contacts and alternate information sources where data is not available.
- Following step by step guides to package data and report findings to internal and external investigation teams.

Key skills

- Strong attention to detail and ability to work to strict deadlines.
- Proven communication and relationship management skills.
- Ability to present technical evidence clearly and in a manner for non-technical readership.
- The ability to think logically and investigate independently.
- Ability to understand basic technical jargon.
- Knowledge and understanding of cybercrime, fraud, banking and finance, including industry trends and technology adoption.
- Skilled in web pages and coding and developer skills.
- Good overall understanding of technology infrastructure and processes to assist in internal investigations.
- Ability to quickly learn and apply new skills.
- Ability to communicate with all levels of the business.

Internal contacts

External contacts

Typical experience

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience), 2+ years working in Information Technology, 1+ years in security, Security CISSP and/or GIAC certifications.

Other comments

Position Description

Position title: Junior Digital Forensics Specialist
Position code: 33215
Level: 2

Responsible for

Executing the activities for cybercrime detection and response including performing technical investigations under supervision.

Report to

Cybercrime Investigations Manager.

Supervises

No direct reports.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents with direct supervision.
- Learn about new cybercrime threats and their potential impact to the organisation.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Follow step by step guides to package data and report findings to internal and external investigation teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.

Key skills

- Strong attention to detail.
- Ability to work to strict deadlines.
- Ability to quickly learn and apply new skills.
- Good communication skills.
- An understanding of technology infrastructure and basic technical jargon.

Internal contacts**External contacts****Typical experience**

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent industry experience), 1+ years working in Information Technology, Knowledge in web pages and coding and developer skills.

Other comments

Position Description

Position title: Disaster Recovery Manager
Position code: 33099
Level: 5

Responsible for

Managing the development, planning, testing and administration of the organisation's Disaster Recovery plans and procedures by the Disaster Recovery team.

Report to

Chief Security Officer, General Manager - IT Services/Infrastructure

Supervises

Disaster Recovery Specialists

Main activities

- Lead the Disaster Recovery team in assessing, developing, coordinating and communicating recovery environment requirements and plans.
- Ensuring Disaster Recovery plans align with relevant legislation and organisational insurance requirements.
- Identifying recovery requirements for new applications and systems.
- Managing implementation of recovery and availability techniques and technologies, and reviewing periodically for ongoing validity.
- Maintaining monthly status reporting, budgeting, strategic planning, and Disaster Recovery documentation.
- Ensuring Disaster Recovery employees have the required skills to carry out their roles and are developed to meet ongoing staffing requirements.

Key skills

- A strong knowledge of relevant legislation and organisational insurance coverage.
- Thorough, expert knowledge of information systems, operating systems, databases and networking.
- An understanding of various aspects of the Disaster Recovery position that apply to mainframe, mid-range, LAN and associated networks.
- Competent consulting and teamwork skills.
- Ability to lead, influence and motivate a small team of IT Security Specialists.
- Demonstrated understanding of planning and budgeting procedures and principles.

Internal contacts

Network Support, Finance.

External contacts

Software/Hardware Vendors, Insurers.

Typical experience

10+ years of experience in commercial IT, with a background in both mainframe and client/server technologies coupled with tertiary qualifications in Computer Science or a related IT field.

Other comments

Alternative Title: Business Continuity Manager

Position Description

Position title: Disaster Recovery Specialist
Position code: 33100
Level: 4

Responsible for

Planning, testing and administering Disaster Recovery.

Report to

Chief Security Officer, Senior Manager - IT Services/Infrastructure, IT Security Manager.

Supervises

No supervisory responsibilities.

Main activities

- Managing the utilisation and performance of disk sub-systems.
- Managing database creation and maintenance.
- Managing Disaster Recovery plans, including implementing procedures, plans and security.
- Ensuring organisation's ongoing systems capabilities in the event of unforeseen disasters such as sabotage, natural disasters, power outages.

Key skills

- A thorough understanding of cost of ownership for data storage and Disaster Recovery services.
- An understanding of various aspects of the Disaster Recovery position that apply to mainframe, mid-range, LAN and associated networks.
- A strong knowledge of relevant legislation and organisational insurance coverage.

Internal contacts

Network Support, Finance.

External contacts

Software/Hardware Vendors, Insurers.

Typical experience

Tertiary qualifications in Computer Science or a related IT field. A minimum of 10 years of experience in Computing with a background in mainframe Systems Programming.

Other comments

Alternative Title: Data Storage and Business Continuity Consultant.

Position Description

Position title: Incident Response Manager
Position code: 33339
Level: 5

Responsible for

Management and support for the Incident Response/ Problem Management team, acting as an escalation point for problems.

Report to

Supervises

Incident / Problem Management team

Main activities

- Managing and supporting the team, whilst ensuring duties are completed.
- Ensuring the necessary documentation is completed and communicated.
- Escalation of incidents to upper management.

Key skills

- Customer service skills
- Ability to lead a team
- Excellent verbal, and written communication skills
- Good analytical skills

Internal contacts

Incident/Problem Management team, Business Unit Manager, Service Delivery divisions.

External contacts

Customers.

Typical experience

Tertiary qualification in appropriate area, minimum 3+ years experience in an Incident Management role, team leader experience

Other comments

Position Description

Position title: Incident Response/Problem Management Team Leader
Position code: 33340
Level: 4

Responsible for

Leadership and support for the Incident Response/ Problem Management team, acting as an escalation point for problems.

Report to

Business Unit Manager

Supervises

Incident / Problem Management team

Main activities

- Overseeing and supporting the team, whilst ensuring duties are completed.
- Ensuring the necessary documentation is completed and communicated.
- Escalation of problems to the appropriate manager.

Key skills

- Customer service skills
- Ability to lead a team
- Excellent verbal, and written communication skills
- Good analytical skills

Internal contacts

Incident/Problem Management team, Business Unit Manager, Service Delivery divisions.

External contacts

Customers.

Typical experience

Tertiary qualification in appropriate area, minimum 2 years experience in an Incident Management role, team leader experience

Other comments

Position Description

Position title: Senior Incident Response/Problem Management Consultant
Position code: 33344
Level: 4

Responsible for

Ensuring processes/procedures are in place to manage and resolve high impact problems that have exceeded standard service levels or resulted in customer dissatisfaction.

Report to

IT Support Manager, General Manager - Infrastructure.

Supervises

May supervise more junior Incident Response Consultants and/or coordinate Incident Response teams.

Main activities

- Implementing formal strategies to drive the efficiency and effectiveness of the Incident Management process for complex/high impact problems.
- Coordinating incident response teams to resolve IT problems that have exceeded typical service levels or result in significant business disruption.
- Investigating the root cause of incidents and instigating actions to correct the situation.
- Ensuring all high impact incidents/requests follow standard escalation guidelines.
- Monitoring and managing the communication of major IT incidents to employees.
- Forming critical incident rapid response teams to alleviate system outages as quickly as possible.
- Collating and developing reports for management containing key statistics surrounding incident management and resolution.
- Ensuring ownership of problems by relevant operational groups.

Key skills

- Strong communication and interpersonal skills.
- Strong ability to work well under stress and conflict.
- Ability to negotiate and influence effectively.
- Ability to work with both technical and non-technical employees at all levels of the organisation.
- Ability to develop and maintain a quality assurance program.
- Strong report writing skills.
- Basic understanding of IT architecture, both infrastructure and applications.

Internal contacts

Business Unit Managers and IT employees at all levels of seniority.

External contacts

Vendors.

Typical experience

5-7 years of experience within corporate IT, either from a business or technical background. At least 2 years of this experience should be in Incident Management.

Other comments

Alternative Title: Problem Manager, Critical Incident Manager, Incident/Problem Consultant.

Position Description

Position title: Incident Response/Problem Management Consultant
Position code: 33345
Level: 3

Responsible for

Ensuring processes/procedures are in place to manage and resolve high impact problems that have exceeded standard service levels or resulted in customer dissatisfaction.

Report to

IT Support Manager, General Manager - Infrastructure.

Supervises

No supervisory responsibilities, coordinates Incident response teams.

Main activities

- Implementing formal strategies to drive the efficiency and effectiveness of the Incident Management process for complex/high impact problems.
- Coordinating incident response teams to resolve IT problems that have exceeded typical service levels or result in significant business disruption.
- Investigating the root cause of incidents and instigating actions to correct the situation.
- Ensuring all high impact incidents/requests follow standard escalation guidelines.
- Monitoring and managing the communication of major IT incidents to employees.
- Forming critical incident rapid response teams to alleviate system outages as quickly as possible.
- Collating and developing reports for management containing key statistics surrounding incident management and resolution.
- Ensuring ownership of problems by relevant operational groups.

Key skills

- Strong communication and interpersonal skills.
- Strong ability to work well under stress and conflict.
- Ability to negotiate and influence effectively.
- Ability to work with both technical and non-technical employees at all levels of the organisation.
- Ability to develop and maintain a quality assurance program.
- Strong report writing skills.
- Basic understanding of IT architecture, both infrastructure and applications.

Internal contacts

Business Unit Managers and IT employees at all levels of seniority.

External contacts

Vendors.

Typical experience

5+ years of experience within corporate IT, either from a business or technical background. At least 2 years of this experience should be in Incident Management.

Other comments

Alternative Title: Problem Manager, Critical Incident Manager, Incident/Problem Consultant.

Please note: This is not a team leader role.

Position Description

Position title: Chief Risk Officer
Position code: 10120
Level: 7

Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

Report to

Chief Executive Officer/Managing Director

Supervises**Main activities**

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance.

External contacts**Typical experience**

At least 10 years operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

Other comments

Position Description

Position title: Head of Risk
Position code: 36024
Level: 6

Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

Report to

Chief Executive Officer/Managing Director

Supervises**Main activities**

- o translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.-Provide advice to Executives on the management of regulatory changes within the Industry.-Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.-Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.-Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.-Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, -Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.-Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.-Responsible for the overall management of all functions supporting the office of the CRO.

Key skills

- strong communication, influencing and negotiation skills.-Ability to build effective relationships with senior managers and other key stakeholders.-High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance.

External contacts**Typical experience**

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

Other comments

Position Description

Position title: IT Risk Manager
Position code: 36025
Level: 5

Responsible for

The measurement, reporting and control of risks associated with IT&T across the organisation.

Report to

Chief Security Officer (CSO), IT Operations Manager, may report outside of IT in some organisational structures.

Supervises

May supervise a small team.

Main activities

- Scheduling activities to ensure compliance with global and local milestones
- Ensuring that the design documentation is maintained to accurately reflect the policies and procedures of the organisation's IT environment.
- Reviewing of proposed projects to ensure compliance (e.g.- Sarbanes Oxley) is maintained when new systems, infrastructure and processes are implemented
- coordination and potentially implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- coordination of internal and external audit programs.
- Scheduling and execution of regular IT disaster recovery testing in conjunction with the technology and systems support teams.
- Evaluation of the proposed disaster recovery and business continuity programs for new systems implementations and major systems modifications.

Key skills

- Demonstrated understanding and experience delivering programs to meet relevant statutory and organisational risk/compliance programs.
- High level knowledge of IT risk assessment programs.
- An understanding of various aspects of the Disaster Recovery position that apply to mainframe, mid range, LAN and associated networks.
- Ability to lead, influence and motivate a small team of IT&T risk specialists.
- High level of written skills in a variety of communication settings and styles.

Internal contacts

Business unit managers, regional IT support teams, Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security, Internal Audit.

External contacts

External Auditors, Vendors

Typical experience

At least 5-7 years of experience in commercial IT audit/risk management. Desirable experience in both technical and business capacities coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title: Senior IT Risk Analyst
Position code: 36030
Level: 4

Responsible for

Assisting with the measurement, analysis and reporting of risks associated with IT across the organisation.

Report to

IT Security Manager.

Supervises

No supervisory responsibilities.

Main activities

- Maintaining design documentation to reflect the policies and procedures of the organisation's IT environment.
- Conducting compliance analysis (e.g. Sarbanes Oxley) to assist with review of proposed projects.
- Assistance with implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- Assistance with conduct of internal and external audit programs.
- Assistance with execution of IT disaster recovery testing in conjunction with the technology and systems support teams.
- Conducting analysis of IT security breaches and potential threats.

Key skills

- Excellent analytical skills.
- Knowledge of IT risk assessment programs.
- High level of verbal and written skills.

Internal contacts

Business unit managers, regional IT support teams, Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security, Internal Audit.

External contacts

External Auditors, Vendors

Typical experience

5+ years of experience in commercial IT audit/risk management. Desirable experience in both technical and business capacities coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title: IT Risk Analyst
Position code: 36035
Level: 3

Responsible for

Assisting with the measurement, analysis and reporting of risks associated with IT across the organisation.

Report to

IT Risk Manager

Supervises

No supervisory responsibilities.

Main activities

- Maintaining design documentation to reflect the policies and procedures of the organisation's IT environment.
- Conducting compliance analysis (e.g, Sarbanes Oxley) to assist with review of proposed projects.
- Assistance with implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- Assistance with conduct of internal and external audit programs.
- Assistance with execution of IT disaster recovery testing in conjunction with the technology and systems support teams.
- Conducting analysis of IT security breaches and potential threats.

Key skills

- Excellent analytical skills.
- Knowledge of IT risk assessment programs.
- High level of verbal and written skills.

Internal contacts

Business unit managers, regional IT support teams, Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security, Internal Audit.

External contacts

External Auditors, Vendors

Typical experience

At least 2 years of experience in commercial IT audit/risk management. Desirable experience in both technical and business capacities coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	Identity & Access Manager
Position code:	33091
Level:	5

Responsible for

Managing the Identity and Access Management (IAM) business processes, such as; user access management, password management, access right verification, management of authorization matrix(s), and minimum standard implementation through the effective leadership and focus of the IAM team.

Report to

Information Security Director or Chief Information Security Officer (CISO)

Supervises

Identity & Access Management Administrators

Main activities

- Managing appropriate user identity and access administrative processes are performed efficiently and effectively (may include provisioning, transfer and termination functions)
- Leading a team of experienced IAM administrators (may include managed service component of onshore and offshore resources)
- Manage and maintain the Managed Service engagement associated with Identity Operations.
- Act as the main point of contact between the Identity & Access team, and stakeholders across Technology and the Business.
- Monitoring security profiles and regular reviews of access.
- Develop and maintain role based access models.
- Identify, develop and implement appropriate segregation of duties requirements across key systems.
- Provide support for Access Management solution
- Reporting on Identity and the associated standards.
- Strategic IAM process improvements.
- Working with system & application owners for resolution of identity and access related issues.
- Drive operational efficiencies and improve the user experience.
- Capacity planning and optimization of resource usage (may include license and budget tracking, and internal cross-charging)
- Drive continuous improvements and efficiencies
- Legal and regulatory compliance, adherence to internal operating procedures together with the management of business risks.
- Develop rigorous “best practice” recommendations to improve security on all levels
- Collaborate with departments to improve security compliance, manage risk and bolster effectiveness

Key skills

- Leadership
- Understanding of identity and access life-cycle processes.
- Knowledge of privileged access management controls.
- Ability to mentor and guide team members on IAM processes and technologies.
- Planning and work allocation skills.
- Vendor Management, and finance/budget experience across vendors/licencing/internal.
- Time management skills to prioritize workload and work through assignments and activities with efficiency.
- Sound knowledge of customer service-related performance metrics.
- Experience with Change Management & ITIL processes in enterprise environments.
- Proactive and independent mindset as well as a willingness to share knowledge.
- Excellent people-management skills.
- Excellent communication skills.

- Stakeholder management skills.

Internal contacts

Chief Information Security Officer. Vendors. Ops Analysts. Head of Security Platform. Security Platforms team. IAM team.

External contacts

External vendors & Managed Service provider. Industry Bodies. Regulatory and Legislative Government bodies. External auditors. External vendors including Managed security service providers and third-party security partners

Typical experience

10+ years' experience in IAM processes and technologies, with 3+ years' experience in leading IAM project or operations team. Prior experience working with IAM & PAM products (such as SailPoint, CyberArk). IAM product certifications for Sailpoint, CyberArk, Okta. Strong background in Identity and Access management, preferably with the SailPoint IdentityIQ/IdentityNow, CyberArk Privileged Access. Management and Okta Single Sign-On. Typically CISSP, CISM, CISA, CRISC or other security certifications.

Other comments

Position Description

Position title:	Identity & Access Management Team Leader
Position code:	33092
Level:	4

Responsible for

Providing the highest standard of Identity and Access Management (IAM) business processes, such as; user access management, password management, access right verification, management of authorization matrix(s), and minimum standard implementation through the effective leadership and focus of the IAM team.

Report to

Identity & Access Manager, IT Security Manager, Information Security Director or Chief Information Security Officer (CISO)

Supervises

Identity & Access Management Administrators

Main activities

- Ensuring appropriate user identity and access administrative processes are performed efficiently and effectively (may include provisioning, transfer and termination functions)
- Managing a team of experienced IAM administrators (may include managed service component of onshore and offshore resources)
- Manage and maintain the Managed Service engagement associated with Identity Operations.
- Act as the main point of contact between the Identity & Access team, and stakeholders across Technology and the Business.
- Monitoring security profiles and regular reviews of access.
- Develop and maintain role based access models.
- Identify, develop and implement appropriate segregation of duties requirements across key systems.
- Provide support for Access Management solution
- Reporting on Identity and the associated standards.
- Strategic IAM process improvements.
- Working with system & application owners for resolution of identity and access related issues.
- Drive operational efficiencies and improve the user experience.
- Capacity planning and optimization of resource usage (may include license and budget tracking, and internal cross-charging)
- Drive continuous improvements and efficiencies
- Legal and regulatory compliance, adherence to internal operating procedures together with the management of business risks.
- Develop rigorous “best practice” recommendations to improve security on all levels
- Collaborate with departments to improve security compliance, manage risk and bolster effectiveness

Key skills

- Understanding of identity and access life-cycle processes.
- Knowledge of privileged access management controls.
- Ability to mentor and guide team members on IAM processes and technologies.
- Planning and work allocation skills.
- Vendor Management, and finance/budget experience across vendors/licencing/internal.
- Time management skills to prioritize workload and work through assignments and activities with efficiency.
- Sound knowledge of customer service-related performance metrics.
- Experience with Change Management & ITIL processes in enterprise environments.
- Proactive and independent mindset
- Excellent people-management skills.
- Excellent communication skills.
- Stakeholder management skills.

Internal contacts

Vendors. Ops Analysts. Head of Security Platform. Security Platforms team.

External contacts

External vendors & Managed Service provider. Industry Bodies. Regulatory and Legislative Government bodies. External auditors. External vendors including Managed security service providers and third-party security partners

Typical experience

7-10 years' experience in IAM processes and technologies, with 3+ years' experience in leading IAM project or operations team, coupled with relevant tertiary qualifications and typically CISSP, CISM, CISA, CRISC or other security certifications.

Other comments

Position Description

Position title: Senior IT Security - Administrator
Position code: 33093
Level: 3

Responsible for

Maintaining the day to day, operational effectiveness of the organisation's IT security measures.

Report to

IT Security Manager.

Supervises

May mentor junior security administrators

Main activities

- Monitoring and performing basic administration of the organisation's IT security systems.
- Maintaining physical security procedures.
- Producing and acting on security violation reports.
- Educating data security coordinators and end-users.
- Researching and reporting IT security issues.
- Controlling user log-on and registration requirements.

Key skills

- A capacity for systematic analysis.
- Thorough knowledge of security policies and practices.
- Good understanding of basic networking principles.
- Attention to detail and ability to follow set procedures.
- Diplomatic in dealings with users.

Internal contacts

Systems Programmers.

External contacts

IT Security Specialists/Consultants.

Typical experience

2+ years commercial IT experience, specialising in aspects of IT security.

Other comments

Position Description

Position title: IT Security - Administrator
Position code: 33095
Level: 2

Responsible for

Maintaining the day to day, operational effectiveness of the organisation's IT security measures.

Report to

IT Security - Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring and performing basic administration of the organisation's IT security systems.
- Maintaining physical security procedures.
- Producing and acting on security violation reports.
- Educating data security coordinators and end-users.
- Researching and reporting IT security issues.
- Controlling user log-on and registration requirements.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.
- Training the Disaster Recovery team and conducting disaster drills.

Key skills

- A capacity for systematic analysis.
- Thorough knowledge of security policies and practices.
- Good understanding of basic networking principles.
- Attention to detail and ability to follow set procedures.
- Diplomatic in dealings with users.

Internal contacts

Systems Programmers.

External contacts

IT Security Specialists/Consultants.

Typical experience

1 - 3 years commercial IT experience, specialising in aspects of IT security.

Other comments

Alternative Title: Computer Security Specialist.

Position Description

Position title: IT Security - Manager
Position code: 33070
Level: 5

Responsible for

Managing a team of IT Security Consultants to ensure that all operational aspects of Information Security align with the organisation's policies, business requirements and risk position.

Report to

Chief Security Officer.

Supervises

IT Security Consultants.

Main activities

- Ensuring effective security of the organisation's information systems and networks, including operational management of security technologies.
- Developing, maintaining, enforcing and promoting awareness of security policies, procedures and standards.
- Identifying security requirements for new applications and other software products.
- Advising management on security issues, including legislation and adoption of new security technologies.
- Managing implementation of security and control techniques and technologies as per business requirements, and reviewing periodically for ongoing validity.
- Ensuring IT security employees have the required skills to carry out their roles and are developed to meet ongoing staffing requirements.
- Managing IT security awareness training across the organisation.
- Ensuring ongoing effectiveness of the organisation's change management function.

Key skills

- Broad, expert knowledge of Information Security principles and practices.
- Thorough, expert knowledge of information systems, operating systems, databases and networking.
- Competent consulting and teamwork skills.
- Ability to lead, influence and motivate a small team of IT Security Specialists.
- Demonstrated understanding of planning and budgeting procedures and principles.
- Some knowledge of the legalities of data and physical security systems, together with skills in management, work scheduling and coordination.

Internal contacts

Senior Manager - Applications, IT Architects, Business Managers, Project Management.

External contacts

Suppliers and Vendors, External Consultants.

Typical experience

At least 8-10 years experience in IT, with 4 years experience specialising in Information Security, Risk Management or Audit coupled with relevant formal education or certification.

Other comments

Position Description

Position title:	IT Security - Senior Consultant
Position code:	33075
Level:	4

Responsible for

Advising business and IT units in all facets of Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and risk position.

Report to

IT Security - Manager.

Supervises

No formal supervisory responsibilities. May act as a technical mentor for more junior IT Security Consultants.

Main activities

- Identifying business risks/vulnerabilities and suggesting enhancements to existing security products.
- Identifying security requirements for new applications and other software products.
- Evaluating and making recommendations on the organisation's IT security architecture, including new security products and assisting with implementation into existing environments without interruption to services.
- Liaising with other business units in the identification of controls and preparation of reports to management on security incidents.
- Consulting with management in development, deployment, documentation and management of security policies, procedures, standards and strategies.
- Developing larger security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.
- Investigating, responding to, and reporting on, security incidents as directed.
- Implementing security technologies under the direction of the IT Security Manager.
- Providing expertise and input on emerging security technologies, issues and directions.

Key skills

- Broad, expert knowledge of Information Security principles and practices.
- Broad understanding of IT Security principles associated with networks, internet, email, operating systems, firewalls, VPN's, databases, virus management, intrusion detection, cryptography and e-commerce, with high level expertise/specialisation in several of these fields.
- Expert knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Ability to lead and mentor a small team of Security Specialists.
- Advanced project, analysis, problem solving, and business relationship skills.
- A good understanding of current legislation and precedence governing IT.

Internal contacts

Applications, Infrastructure, IT Support, Users.

External contacts

Security Vendors, Hardware/Software Vendors, security peers in other organisations, external auditors, professional associations.

Typical experience

At least 5-7 years of experience in IT, with 3 years experience in an Information Security, Risk Management, Audit or equivalent discipline, coupled with relevant formal education or certification.

Other comments

This role will be involved with advising on IT Security architecture.

Position Description

Position title: IT Security - Consultant
Position code: 33085
Level: 3

Responsible for

Advising business and IT units in all facets of Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and risk position.

Report to

IT Security - Manager.

Supervises

No supervisory responsibilities.

Main activities

- Identifying business risks/vulnerabilities and suggesting enhancements to existing security products.
- Assisting with identification of security requirements for new applications and other software products.
- Evaluating and making recommendations on new security products, and advising on implementation into existing environments without interruption to services.
- Liaising with other business units in the identification of controls and preparation of reports to management on security incidents.
- Assisting with development, deployment and maintenance of security policies, procedures, standards and strategies.
- Assisting with development of security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.
- Investigating, responding to, and reporting on, security incidents as directed.
- Implementing security technologies under the direction of the IT Security Manager.
- Monitoring emerging security technologies, issues and directions.

Key skills

- Broad knowledge of Information Security principles and practices.
- Broad understanding of IT Security principles associated with networks, internet, email, operating systems, firewalls, VPNs, databases, virus management, intrusion detection, cryptography and e-commerce, with a deeper specialisation in at least two of these fields.
- Specialised knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Good project, analysis, problem solving, and business relationship skills.

Internal contacts

Applications, Infrastructure, IT Support, Users.

External contacts

Security Vendors, Hardware/Software Vendors, security peers in other organisations, external auditors, professional associations.

Typical experience

At least 3-5 years of IT experience, with previous relevant experience in an Information Security, Information Technology, Risk Management, Audit or equivalent role, coupled with relevant formal education or certification.

Other comments

Position Description

Position title: IT Security - Analyst
Position code: 33090
Level: 2

Responsible for

To advise business and IT units in Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and target risk position.

Report to

IT Security - Manager

Supervises

No supervisory responsibilities.

Main activities

- Investigating, responding to and reporting on security incidents as directed. Implementing security technologies under the direction of an Information Security Manager.
- Analysing technical security risks/vulnerabilities and suggesting enhancements to existing security products and assisting with identification of security requirements for new applications and other software products.
- Evaluating and making recommendations on new security products. Advising on implementation into existing environments without interruption to services. Monitoring emerging security technologies, issues and directions.
- Liaising with other stakeholders in the identification of controls and preparation of reports to management on security incidents.
- Assisting with development, deployment and maintenance of security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.

Key skills

- Strong interpersonal skills and the ability to function as a team player.
- Intermediate problem solving and consulting skills.
- Intermediate analytical ability
- Intermediate technical knowledge in the field of Information Security.

Internal contacts

Systems Programmers

External contacts

Possibly IT Security Specialists

Typical experience

3 years technical experience with 1 year in an Information Security, Information Technology or equivalent, coupled with formal education or certification in Information Security, Information Technology, Risk Management, Audit or equivalent.

Other comments

This work is 24/7 in nature and incumbents may be required to work outside core business hours.

Position Description

Position title:	Principal IT Security Engineer
Position code:	33530
Level:	5

Responsible for

Designing and implementing security technologies. Has significant input into technical direction of the security team and is involved in strategic decisions.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader Security

Supervises

May supervise a team of Security Engineers

Main activities

- Informs strategy and architecture through cutting edge research and industry best practice knowledge
- Influences senior stakeholders through deep technical expertise, customer/domain knowledge and vision and objective, collaborates with senior stakeholders to secure funding for new initiatives.
- Create new ways to solve existing production security issues
- Develop automation scripts to handle and track incidents
- Collaborate with colleagues on authentication, authorization and encryption solutions
- Evaluate new technologies and processes that enhance security capabilities
- Respond to information security issues during each stage of a project's lifecycle
- Supervise changes in software, hardware, facilities, telecommunications and user needs
- Define, implement and maintain corporate security policies
- Analyze and advise on new security technologies and program conformance
- Recommend modifications in legal, technical and regulatory areas that affect IT security

Key skills

- Advanced application security and encryption technologies skills
- Secure coding practices, and threat modeling skills
- Knowledge of firewall and intrusion detection/prevention protocols
- Strong Understanding of Windows, UNIX and Linux operating systems
- Proficient in MySQL/MSSQL database platforms
- Knowledge of Identity and access management principles
- Understanding of secure network architectures
- Subnetting, DNS, encryption technologies and standards, VPNs, VLANs, VoIP and other network routing methods skills
- Advanced knowledge of network and web related protocols (e.g., TCP/IP, UDP, IPSEC, HTTP, HTTPS, routing protocols, etc.)
- Proficient in Advanced Persistent Threats (APT), phishing and social engineering, network access controllers (NAC), gateway anti-malware and enhanced authentication
- Complex problem-solving abilities
- Strong oral and communication skills
- May have IDS/IPS, penetration and vulnerability testing skills

Internal contacts

Security Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

External contacts

Systems integration product vendors

Typical experience

10+ years experience in IT, with 5+ years of IT security experience, coupled with a degree in Computer Science, Cyber

Security or a related field.

Other comments

Analysts are more concerned with probing for risks and weaknesses (penetration testing, auditing, etc.); engineers are more intent on building robust security solutions (firewalls, IDS, etc.).

Position Description

Position title: Senior IT Security Engineer
Position code: 33525
Level: 4

Responsible for

Developing and installing security technologies, for security and data/log analysis, and forensic analysis, and detection of security incidents. Investigates and utilizes new technologies and processes to enhance security capabilities and implement improvements.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader Security

Supervises

May supervise junior Security Engineers

Main activities

- Create new ways to solve existing production security issues
- Configure and install firewalls and intrusion detection systems
- Develop automation scripts to handle and track incidents
- Collaborate with colleagues on authentication, authorization and encryption solutions
- Evaluate new technologies and processes that enhance security capabilities
- Respond to information security issues during each stage of a project's lifecycle
- Supervise changes in software, hardware, facilities, telecommunications and user needs
- Define, implement and maintain corporate security policies
- Analyze and advise on new security technologies and program conformance
- Recommend modifications in legal, technical and regulatory areas that affect IT security
- Perform vulnerability testing, risk analyses and security assessments

Key skills

- Advanced application security and encryption technologies skills
- Secure coding practices, and threat modeling skills
- Knowledge of firewall and intrusion detection/prevention protocols
- Strong Understanding of Windows, UNIX and Linux operating systems
- Proficient in MySQL/MSSQL database platforms
- Knowledge of Identity and access management principles
- Understanding of secure network architectures
- Subnetting, DNS, encryption technologies and standards, VPNs, VLANs, VoIP and other network routing methods skills
- Advanced knowledge of network and web related protocols (e.g., TCP/IP, UDP, IPSEC, HTTP, HTTPS, routing protocols, etc.)
- Proficient in Advanced Persistent Threats (APT), phishing and social engineering, network access controllers (NAC), gateway anti-malware and enhanced authentication
- Complex problem-solving abilities
- Strong oral and communication skills
- May have IDS/IPS, penetration and vulnerability testing skills

Internal contacts

Security Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

External contacts

Systems integration product vendors

Typical experience

7-9 years experience in IT, with 5+ years of IT security experience, coupled with a degree in Computer Science, Cyber

Security or a related field.

Other comments

Analysts are more concerned with probing for risks and weaknesses (penetration testing, auditing, etc.); engineers are more intent on building robust security solutions (firewalls, IDS, etc.).

Position Description

Position title: IT Security Engineer
Position code: 33520
Level: 3

Responsible for

Developing security technologies security monitoring, security and data/log analysis, and forensic analysis, to detect security incidents, and mounts incident response. Investigates and utilizes new technologies and processes to enhance security capabilities and implement improvements.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader Security

Supervises

No Supervisory activities

Main activities

- Create new ways to solve existing production security issues
- Configure and install firewalls and intrusion detection systems
- Develop automation scripts to handle and track incidents
- Investigate intrusion incidents, and conduct forensic investigations
- Collaborate with colleagues on authentication, authorization and encryption solutions
- Evaluate new technologies and processes that enhance security capabilities
- Respond to information security issues during each stage of a project's lifecycle
- Supervise changes in software, hardware, facilities, telecommunications and user needs
- Define, implement and maintain corporate security policies
- Analyze and advise on new security technologies and program conformance
- Recommend modifications in legal, technical and regulatory areas that affect IT security
- Perform vulnerability testing, risk analyses and security assessments

Key skills

- Advanced application security and encryption technologies skills
- Secure coding practices, and threat modeling skills
- Knowledge of firewall and intrusion detection/prevention protocols
- Strong Understanding of Windows, UNIX and Linux operating systems
- Proficient in MySQL/MSSQL database platforms
- Knowledge of Identity and access management principles
- Understanding of secure network architectures
- Subnetting, DNS, encryption technologies and standards, VPNs, VLANs, VoIP and other network routing methods skills
- Advanced knowledge of network and web related protocols (e.g., TCP/IP, UDP, IPSEC, HTTP, HTTPS, routing protocols, etc.)
- Proficient in Advanced Persistent Threats (APT), phishing and social engineering, network access controllers (NAC), gateway anti-malware and enhanced authentication
- Complex problem-solving abilities
- Strong oral and communication skills
- May have IDS/IPS, penetration and vulnerability testing skills

Internal contacts

Security Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

External contacts

Systems integration product vendors

Typical experience

5+ years experience in IT, with 2-3 years experience in an engineering faculty, coupled with a degree in Computer Science, Cyber Security or a related field.

Other comments

Analysts are more concerned with probing for risks and weaknesses (penetration testing, auditing, etc.); engineers are more intent on building robust security solutions (firewalls, IDS, etc.).

Position Description

Position title: Associate IT Security Engineer
Position code: 33515
Level: 2

Responsible for

Developing and installing security technologies; monitoring systems, data/log analysis, forensic analysis, and the detection of security incidents. Investigates and utilizes new technologies and processes to enhance security capabilities and implement improvements.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader Security

Supervises

No Supervisory activities

Main activities

- Create new ways to solve existing production security issues-Configure and install firewalls and intrusion detection systems
- Develop automation scripts to handle and track incidents-Investigate intrusion incidents, and conduct forensic investigations
- Collaborate with colleagues on authentication, authorization and encryption solutions
- Evaluate new technologies and processes that enhance security capabilities
- Respond to information security issues during each stage of a project's life-cycle-Execute changes in software, hardware, facilities, telecommunications and user needs
- Follow, implement and maintain corporate security policies
- Analyze and advise on new security technologies and program conformance
- Perform vulnerability testing, risk analyses and security assessments

Key skills

- Advanced application security and encryption technologies skills
- Secure coding practices, and threat modeling skills
- Knowledge of firewall and intrusion detection/prevention protocols
- Strong Understanding of Windows, UNIX and Linux operating systems
- Proficient in MySQL/MSSQL database platforms
- Knowledge of Identity and access management principles
- Understanding of secure network architectures
- Subnetting, DNS, encryption technologies and standards, VPNs, VLANs, VoIP and other network routing methods skills
- Advanced knowledge of network and web related protocols (e.g., TCP/IP, UDP, IPSEC, HTTP, HTTPS, routing protocols, etc.)
- Proficient in Advanced Persistent Threats (APT), phishing and social engineering, network access controllers (NAC), gateway anti-malware and enhanced authentication-Complex problem-solving abilities
- Strong oral and communication skills-May have IDS/IPS, penetration and vulnerability testing skills

Internal contacts

Security Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

External contacts

Systems integration product vendors

Typical experience

3+ years experience in IT, with 2-3 years experience in an engineering faculty, coupled with a degree in Computer Science, Cyber Security or a related field.

Other comments

Analysts are more concerned with probing for risks and weaknesses (penetration testing, auditing, etc.); engineers are more intent on building robust security solutions (firewalls, IDS, etc.).

Position Description

Position title: Penetration Testing Manager
Position code: 33103
Level: 5

Responsible for

Managing and leading the security testings against the organisation's network, projects, applications, and systems in order to identify potential security vulnerabilities and ensure effective security procedures are in place to mitigate cyber or other security attacks.

Report to

Chief Security Officer.

Supervises

Penetration Testing Analyst.

Main activities

- Ensuring the delivery of regular and ad-hoc penetration testing services to the organisation as well as other relevant activities are on track.
- Promoting the improvement of IT security management processes.
- Managing the external regular security reviews and penetration testing.
- Reporting to relevant stakeholders on the security quality across IT assets.
- Providing leadership and support to the team.
- Representing the organisation to external organisations when required.
- Driving the best practices throughout the team.

Key skills

- Excellent leadership and communication skills.
- Strong understanding of a broad range of penetration testing and code review methods and tools .
- Deep knowledge of IT security best practices and industry standards.
- Strong understanding of ethical hacking of IT systems and solutions.
- Strong understanding of IT security principles associated with various IT systems.
- Deep knowledge of technology infrastructure and application development languages.

Internal contacts

Management, IT, and other areas within security.

External contacts

Industry bodies, government agencies, and other intelligence sources.

Typical experience

10+ years IT experience, with 5 - 8 years of relevant IT security infrastructure and security testing experience coupled with tertiary qualification in relevant fields. Technical certifications such as CISSP, CISM, CISA, OSCP, OSCE. GWAPT or GPEN are highly desirable.

Other comments

Position Description

Position title: Senior Penetration Tester
Position code: 33105
Level: 4

Responsible for

Undertaking security testings against the organisation's network, projects, applications, and systems in order to identify potential security vulnerabilities and ensure effective security procedures are in place to mitigate cyber, malicious hacker or other security attacks.

Report to

Chief Security Officer, Penetration Testing Manager

Supervises

This role has no direct reports.

Main activities

- Delivering regular and ad-hoc penetration testing services to the organisation.
- Developing and improving IT security management processes.
- Identifying emerging IT security threats and risks.
- Simulating exercises to test security awareness of end users.
- Developing scope with external consultants to perform regular security reviews and external penetration testing.
- Updating relevant stakeholders on the security quality across IT assets.

Key skills

- Strong understanding of a broad range of penetration testing and code review methods and tools.
- Knowledge of IT security best practices and industry standards.
- Strong understanding of ethical hacking of IT systems and solutions.
- Strong understanding of IT security principles associated with various IT systems.
- Deep knowledge of technology infrastructure and application development languages.
- Ability to work across multiple teams to efficiently solve complex and challenging problems.
- Knowledge of security tools and products (Fortify, AppScan, etc.)
- Strong understanding of Network servers and networking tools (e.g. Nessus, nmap, Burp, etc.)

Internal contacts

Executive team, users and user groups.

External contacts

IT Security Specialists, Industry Bodies, Government Agencies and other intelligence sources.

Typical experience

10+ years IT experience, with 5 - 8 years of relevant IT security infrastructure and security testing experience coupled with tertiary qualification in relevant fields. May possess technical certifications in CISSP, CISM, CISA, OSCP, OSCE. GWAPT or GPEN

Other comments

Penetration Testers are designed to achieve a specific, attacker-simulated goal when at a desired security posture. This role differs to Vulnerability Assessors that are designed to yield a prioritised list of vulnerabilities, and are generally used to assess where you want to be in terms of security.

Position Description

Position title: Penetration Tester
Position code: 33110
Level: 3

Responsible for

Undertaking security testings against the organisation's network, projects, applications, and systems in order to identify potential security vulnerabilities and ensure effective security procedures are in place to mitigate cyber or other security attacks.

Report to

Penetration Testing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Delivering regular and ad-hoc penetration testing services to the organisation.
- Developing and improving IT security management processes.
- Identifying emerging IT security threats and risks.
- Simulating exercises to test security awareness of end users.
- Developing scope with external consultants to perform regular security reviews and external penetration testing.
- Updating relevant stakeholders on the security quality across IT assets.

Key skills

- Understanding of a broad range of penetration testing and code review methods and tools .
- Knowledge of IT security best practices and industry standards.
- Understanding of ethical hacking of IT systems and solutions.
- Understanding of IT security principles associated with various IT systems.
- Knowledge of technology infrastructure and application development languages.
- Knowledge of security tools and products (Fortify, AppScan, etc.)
- Understanding of Network servers and networking tools (e.g. Nessus, nmap, Burp, etc.)

Internal contacts

Management, IT, and other areas within security.

External contacts

Industry bodies, government agencies, and other intelligence sources.

Typical experience

5+ years It experience, with 2 - 4 years of relevant IT security infrastructure and security testing experience coupled with tertiary qualification in relevant fields. May posses technical certifications in CISSP, CISM, CISA, OSCP, OSCE. GWAPT or GPEN

Other comments

Penetration Testers are designed to achieve a specific, attacker-simulated goal when at a desired security posture. This role differs to Vulnerability Assessors that are designed to yield a prioritised list of vulnerabilities, and are generally used to asses where you want to be in terms of security. Vulnerabilities Assessor / Security Auditor - 33420

Position Description

Position title: Source Code Auditor
Position code: 33150
Level: 4

Responsible for

Reviews source code to discover potential security weaknesses, bugs and violations of programming conventions and code injection

Report to

IT Security Manager

Supervises

No Supervisory activities

Main activities

- Responsible for the analysis and audit of secure code to uncover insecure practices including; controlling physical access to the hardware, network access, data and code injection and malpractice by operators
- Review authentication, authorisation, session and communication mechanisms
- Develop policy and guidelines for secure coding, operations
- Perform security code audits, design reviews and risk assessments
- Coordinate and execute risk assessments on operating systems, applications, networks, databases, middleware and other devices
- Consistently develop and recommend potential areas for improvements by maintaining good working knowledge of secure coding and emerging trends, promoting continuous improvement

Key skills

- In-depth understanding of programming languages, including; C/C++, C#, Java/JSP, .NET, Perl, PHP, Ruby, Python, etc.
- High ethical standards
- Strong problem solving ability
- Knowledge of Secure Code risk assessment design and delivery
- High level of attention to detail
- Familiarity with security vulnerabilities
- Ability to work in both a team environment and independently
- Working knowledge of regulatory frameworks related to information security
- Ability to communicate with technical and non-technical staff

Internal contacts

Applications, Infrastructure, IT Support, Developers, IT Security Management

External contacts

Security Vendors, Hardware/Software Vendors, security peers in other organisations, external auditors, professional associations.

Typical experience

At least 3 years experience with information security frameworks, and IT governance coupled with relevant formal education or certification. Experience with instructional design and facilitation. Tertiary qualifications in Computer Science, Cyber Security or equivalent (GIAC, CISA, CISSP, CSSLP, CEPT, OSCP etc.).

Other comments

Position Description

Position title: Business Security Analyst
Position code: 33400
Level: 4

Responsible for

Acting as a technical resource and pivot/intermediary between management and key technology vendors to ensure that appropriate security measures are implemented.

Report to

IT Security Manager

Supervises

No Supervisory activities

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate potential threats and areas of breach.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating research and testing to help prevent and forecast security breaches.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Ability to identify and influence stakeholders at all levels to reach the desired outcome, enabling them to work effectively in complex environments.
- Extensive knowledge of cyber security
- Technical knowledge of programming, system design, IT security infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Sound ability to analyse, isolate and interpret security needs and develop appropriate technical solutions.
- Sound technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers, IT Security team

External contacts

Vendors and Suppliers.

Typical experience

At least 3-5 years of experience in IT and Security, with at least 2 years experience in a business environment coupled with tertiary level qualifications in IT Security, Computer Science or Engineering.

Other comments

Primary focus is on security

Position Description

Position title:	Account Director (Existing Account Only)
Position code:	11100
Level:	6

Responsible for

Working closely with the Chief Executive Officer or equivalent within the client's organisation to maximise revenue from a strategic client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Report to

Sales Director, General Manager.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

Main activities

- Consulting with the Chief Executive Officer or equivalent within the client's organisation to formulate, implement and manage strategic business plans regarding the client's account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the account.
- Working closely with strategic employees within the client's organisation to determine present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability, excellent communication skills and the ability to interact at a strategic level.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

All levels of staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical experience

10+ years of Sales experience, may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

Position Description

Position title:	Major/Key Account Manager (Existing Account Only)
Position code:	11105
Level:	5

Responsible for

Maximising revenue from a major/key/named client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Senior Sales Manager, Sales Director.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

Main activities

- Formulating, implementing and managing strategic business plans regarding one major/key/named client account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the major/key/named client account.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

All levels of Sales staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical experience

8-10 years of Sales experience, may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective cl

Position Description

Position title:	Sales Account Manager (Existing Account/s Only)
Position code:	11110
Level:	4

Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Report to

Senior Sales Manager, Sales Manager.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

Main activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

All levels of Sales staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical experience

5-8 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Direct End User Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

Position Description

Position title: Alliance/Partner Manager
Position code: 23075
Level: 5

Responsible for

Acting as the first line of Management, directing a team of Alliance/Partner Specialists in achieving an agreed revenue target or sales quota through management and selling amongst an assigned group of Alliance/Partner organisations.

Report to

Alliance/Partner Director, Senior Sales Manager, Business Unit Sales Manager.

Supervises

A team of Alliance/Partner Specialists.

Main activities

- Planning and directing the activities of a team of Alliance/Partner Specialists, and ensuring all Staff are motivated to attain predetermined Sales targets.
- Ensuring the growth and development of relationships with strategic Alliance/Partner organisations to achieve Sales targets and 'preferred partner' status for the organisation.
- Overseeing the development of detailed knowledge of Alliance/Partner organisations, including their selling processes, buying criteria, strategic objectives and organisational culture, in order to develop objectives, business plans and Sales strategies for the purposes of growing the organisation's revenue in assigned Alliance/Partner accounts.
- Constructing, instructing and managing 'virtual team/s' to perform work associated with the Alliance/Partner relationship and acting as the key liaison between the organisation's technical staff and the Alliance/Partner organisation.
- Monitoring Alliance/Partner organisations and Alliance/Partner's customer satisfaction levels. Assisting Alliance/Partner organisations in identifying new opportunities.
- Preparing and updating budgets for Alliances/Partners, reporting on performance against targets and providing variance analyses and revised projections.
- Managing the Alliance/Partner 'pipeline', developing business cases for working with potential Alliance/Partner organisations, selling the benefits of collaboration to both the organisation's Senior Management and potential Alliance/Partner organisations and creating new Alliances/Partners in accordance with the organisation's strategic goals.
- Liaising with Legal staff to outline the details of how the Alliance/Partnership has been arranged, assisting in the creation of Alliance/Partner documentation, marketing and sales support material.
- Recruiting, selecting and training Alliance/Partner Specialists.

Key skills

- Outstanding negotiation skills, persuasive ability, relationship building skills, communication skills and the ability to interact at a strategic level.
- Sales focus coupled with the ability to manage the goals of the organisation in conjunction with Alliance/Partner goals to obtain the best outcome for both.
- Excellent presentation skills and the ability to tailor presentations according to the varying levels of technical understanding of different audiences.
- Technical knowledge in the relevant environment.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Ability to manage/direct a 'virtual team'.

Internal contacts

Senior Management, Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Alliances/Partners, Government Bodies.

Typical experience

10+ years of experience, coupled with tertiary qualifications and possibly an MBA or equivalent.

Other comments

This role manages Alliance/Partnerships with large Solutions Providers (i.e. 'Big 5' consultancies, large Systems Integrators and large Outsourcers). This role performs a mix of Sales oriented and Managerial tasks.

Position Description

Position title: Alliance/Partner Specialist
Position code: 23080
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota through management and selling amongst an assigned group of Alliance/Partner organisations.

Report to

Alliance/Partner Manager, Sales Manager, Senior Sales Manager, Business Unit Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing and maximising relationships with strategic Alliance/Partner organisations to achieve Sales targets and 'preferred partner' status for the organisation.
- Developing detailed knowledge of the Alliance/Partner organisation, including their selling processes, buying criteria, strategic objectives and organisational culture, in order to develop objectives, business plans and Sales strategies for the purposes of growing the organisation's revenue in assigned Alliance/Partner accounts.
- Constructing, instructing and managing 'virtual team/s' to perform work associated with the Alliance/Partner relationship and acting as the key liaison between the organisation's technical staff and the Alliance/Partner organisation.
- Acting as the main point of contact within the organisation for interface within the Alliance/Partner organisation.
- Monitoring Alliance/Partner organisations and Alliance/Partner's customer satisfaction levels. Assisting Alliance/Partner organisations in identifying new opportunities.
- Providing input to budget planning for assigned Alliances/Partners.
- Managing the Alliance/Partner 'pipeline', developing business cases for working with potential Alliance/Partner organisations, selling the benefits of collaboration to both the organisation's Senior Management and potential Alliance/Partner organisations and creating new Alliances/Partners in accordance with the organisation's strategic goals.
- Liaising with Legal staff to outline the details of how the Alliance/Partnership has been arranged, assisting in the creation of Alliance/Partner documentation, marketing and sales support material.

Key skills

- Outstanding negotiation skills, persuasive ability, relationship building skills, communication skills and the ability to interact at a strategic level.
- Sales focus coupled with the ability to manage the goals of the organisation in conjunction with Alliance/Partner goals to obtain the best outcome for both.
- Excellent presentation skills and the ability to tailor presentations according to the varying levels of technical understanding of different audiences.
- Technical knowledge in the relevant environment.
- Ability to work within a 'virtual team' environment.

Internal contacts

Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Alliances/Partners, Government Bodies.

Typical experience

5-8 years of experience, coupled with tertiary qualifications.

Other comments



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This role may assist with the management of Alliances/Partnerships with large Solutions Providers (i.e.. 'Big 5' consultancies, large Systems Integrators and large Outsourcers), or manage one or a number of Alliances/Partnerships with small to medium Solutions Providers.

Position Description

Position title: Bid Manager
Position code: 26055
Level: 4

Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

Report to

Business Manager and/or Senior Bid Manager.

Supervises

May have supervisory responsibility.

Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

Key skills

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

External contacts

Customers at all levels.

Typical experience

At least 2 -5 years support experience in Bid, Sales or Customer Service environment.

Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

Position Description

Position title: Senior Bid Manager
Position code: 26050
Level: 5

Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

Report to

Business Manager.

Supervises

May supervise 1-5 employees.

Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

Key skills

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

External contacts

Customers at all levels.

Typical experience

At least 5-8 years support experience in Bid, Sales or Customer Service environment.

Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

Position Description

Position title: Business Development Manager
Position code: 11115
Level: 5

Responsible for

Acting as the first line of Management, directing a team of Business Development Specialists to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Director, Sales Director, Sales and Marketing Director, Chief Executive Officer or General Manager in smaller organisations.

Supervises

Business Development Specialists.

Main activities

- Planning and directing the activities of a team of Business Development Specialists and ensuring all staff are motivated to attain predetermined Sales targets.
- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training Sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal contacts

Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Prospective Customers.

Typical experience

8-10 years of Sales experience, coupled with relevant tertiary qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation.

Position Description

Position title: Business Development Specialist
Position code: 11120
Level: 4

Responsible for

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal contacts

Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Prospective Customers.

Typical experience

5-8 years of Sales experience and may either possess or be working towards relevant tertiary business qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Direct End User Sales Representatives or Account Managers once they have been established as standard entities within the organisation.

Position Description

Position title: Corporate Channel Sales Manager
Position code: 22015
Level: 6

Responsible for

Controlling the sales activities of the company nationally through a network of Dealers, Distributors or other Equipment Manufacturers in order to achieve revenue, expense and sales targets.

Report to

Corporate Sales Manager or General Manager.

Supervises

Business Unit Channel Sales Managers and their teams.

Main activities

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various Sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training Channel Sales Managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

Key skills

- Knowledge of the product and the market.
- Strong interpersonal abilities and proven skills in leading Sales teams.
- Excellent negotiation and motivational skills.

Internal contacts

Chief Financial Officer, Product Managers, Branch Managers.

External contacts

Dealers and Distributors, Government Officials, Advertising Agencies, Key Accounts, Public Relations firms.

Typical experience

Tertiary qualifications, with a minimum of 10 years sales experience, a good proportion of this in channel sales.

Other comments

Alternative Title: National Sales Manager (Third Parties).

Position Description

Position title: Channel/Dealer Sales Manager
Position code: 11050
Level: 5

Responsible for

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Channel Sales Representatives and Sales Administration staff.

Main activities

- Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Channel/Dealer Sales staff.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership and mentoring capabilities.
- Business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal contacts

Senior Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Officials.

Typical experience

5-10 years of experience, may possess relevant tertiary qualifications.

Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Position Description

Position title: Senior Channel/Dealer Sales Representative
Position code: 11055
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Channel/Dealer Sales Representatives.

Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Senior Channel/Dealer Sales Executive; Senior Channel/Dealer Sales Consultant.

Position Description

Position title: Channel/Dealer Sales Representative
Position code: 11060
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of dealers and ensuring complete customer satisfaction when Dealing with the organisation.

Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support/Dispatch staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

2+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Channel/Dealer Sales Executive; Channel/Dealer Sales Consultant.

Position Description

Position title: Junior Channel/Dealer Sales Representative
Position code: 11065
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Associate Channel/Dealer Sales Executive; Associate Channel/Dealer Sales Consultant.

Position Description

Position title: Contact Centre Sales Team Leader
Position code: 23613
Level: 3

Responsible for

Marketing (selling) a range of company products through indirect channels and Suppliers.

Report to

Sales/State Manager

Supervises

Team of casual or permanent Telemarketers/Telesellers (1 - 5).

Main activities

- Planning and effectively implementing sales campaigns.
- Reporting on the results and making recommendations for improving future campaigns.
- Establishing the database of prospects and assuring that this is actively maintained.
- Having personal involvement in telephone calls.
- Managing a Telemarketing/Supplies department.

Key skills

- Knowledge and experience in campaign planning.
- Hands-on experience in establishing and maintaining a database.
- Proven sales ability, and a very strong telephone manner.
- Ability and willingness to take on a Sales support role at times.

Internal contacts

Regional Account Managers and Technical Support staff; Order Processing staff; Credit Control department; Stores and Dispatch; Sales Secretaries.

External contacts

Wide range of end-user customers and Value Added Resellers; Dealers and Suppliers.

Typical experience

At least 2 years of proven sales experience via telephone. Experience in successful implementation campaigns.

Other comments

Need to develop sound product knowledge through training.
In smaller organisations may be referred to as Telemarketing Manager.

Position Description

Position title: Senior Contact Centre Sales Representative - Inbound
Position code: 50030
Level: 2

Responsible for

Up-selling and cross-selling products and services to existing customers with established quality standards through telephone. Dealing with more complex products and services and assisting Contact Centre Sales Representatives.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Identifying sales opportunities from the existing clients database.
- Keeping accurate records of sales activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Acting as a mentor to Contact Centre Sales Representatives and assisting with knowledge transfer.

Key skills

- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience with experience in sales.

Other comments

Position Description

Position title: Contact Centre Sales Representative - Inbound
Position code: 50025
Level: 1

Responsible for

Up-selling and cross-selling products/services to existing customers through telephone.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Keeping accurate records of sales activities.
- Identifying sales opportunities from the existing clients database.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Good knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Good communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

Experience in a Customer Service environment.

Other comments

Position Description

Position title: Lead Generation Specialist
Position code: 23611
Level: 1

Responsible for

Generating leads/potential clients through telephone.

Report to

Contact Centre Team Leader - Outbound.

Supervises

No supervisory responsibilities.

Main activities

- Cold-calling new customers from the list of potential customers provided by the team leader through telephone.
- Identifying sales opportunities within the calling time.
- Securing appointments for sales representatives to further follow up with the customers and eventually sell the products/services.
- Managing customers objections and apply solutions.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Thorough knowledge of companies products and services.
- Ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

Experience in Customer Support.

Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

Position Description

Position title: Senior Principal Sales Representative
Position code: 23005
Level: 6

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Business Unit Sales Manager, Senior Sales Manager.

Supervises

May mentor Sales Representatives.

Main activities

- Working closely with new clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

10 + years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Sales Executive; Sales Consultant.

Position Description

Position title: Principal Sales Representative
Position code: 23010
Level: 5

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

May mentor Sales Representatives.

Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

8-10 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Sales Executive; Sales Consultant.

Position Description

Position title: Senior Sales Representative
Position code: 23015
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Sales Executive; Sales Consultant.

Position Description

Position title: Sales Representative
Position code: 23020
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Some employees in this role may do their selling face-to-face, other employees will do the majority of their selling via the telephone and may be referred to as 'Inside Sales Representatives'. Other Alternative Title: Sales Executive.

Position Description

Position title: Junior Sales Representative
Position code: 23025
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Some employees in this role may do their selling face-to-face, other employees will do the majority of their selling via the telephone and may be referred to as 'Inside Sales Representatives'. Other Alternative Title: Sales Executive.

Position Description

Position title: Inside Sales Manager
Position code: 23030
Level: 5

Responsible for

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Inside Sales Representatives and Sales Administration staff.

Main activities

- Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
- Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Inside Sales staff.

Key skills

- Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leaderships, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Government Bodies, Suppliers.

Typical experience

8-10 years of experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational



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products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

Position Description

Position title: Senior Inside Sales Representative
Position code: 23035
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

Main activities

- Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

Key skills

- Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than



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establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

Position Description

Position title:	Inside Sales Representative
Position code:	23040
Level:	3

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Telephone selling skills, including the ability to negotiate, persuade and influence.
- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

At least 3-5 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Title: Inside Sales Representative.

Position Description

Position title: Junior Inside Sales Representative
Position code: 23045
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Growing telephone selling skills, including the ability to negotiate, persuade and influence.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account



management or field sales roles.

Position Description

Position title: Merchandise Manager
Position code: 75660
Level: 4

Responsible for

Managing the production, procurement, delivery and warehouse stock of all Point of Sale material and merchandise products.

Report to

Trade/Marketing Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Developing, sourcing and procuring all Point of Sale & merchandise items within brief guidelines, on time and for the best quality/cost ratio.
- Providing expertise to marketing team for all Point of Sale and merchandise products.
- Ensuring adequate supply of generic items always available and reducing redundant stock holdings.
- Managing the ordering process including ensuring ordering/delivery processes are adhered to by all stakeholders.
- Acting as the key point of contact with respect to the development, production and delivery of merchandise for brand and marketing exercises.
- Providing new concepts and ideas relevant to each brand.
- Working closely with marketing team from concept to development of all promotional activity.
- Working with marketing agencies to develop promotions and ensure all details and procedures are correct and adhered to including the creation of merchandise within brand guidelines and budget.

Key skills

- Advanced computer literacy.
- Strong influencing and selling skills.
- Aptitude for numerical analysis and a strong attention to detail.
- Commercial acumen.
- Ability to understand and interpret data in order to deliver results for business.

Internal contacts

Sales and Marketing Team, Finance Department.

External contacts

Marketing Agencies, Suppliers.

Typical experience

A background or relevant qualifications in sales and marketing plus experience in the development, sourcing and production of Point of Sale and merchandise items.

Other comments

Position Description

Position title: Retail Outlet/Store Manager
Position code: 11070
Level: 3

Responsible for

Managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

Report to

Retail Outlet/Store Director.

Supervises

Retail Outlet/Store staff.

Main activities

- Preparing material for and participating in setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Monitoring Retail Outlet/Store performance and regularly reporting on variances from targets.
- Attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Ensuring that all administrative processes, including daily bank reconciliations, credits and refunds are performed according to standard procedures.
- Managing stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to manage, lead and motivate a team.
- Customer focus.

Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

External contacts

Key Accounts, Distributors, Government Officials, Customers.

Typical experience

At least 5 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

Other comments

Position Description

Position title: Assistant Retail Outlet/Store Manager
Position code: 11075
Level: 2

Responsible for

Assisting the Retail Outlet/Store Manager in managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

Report to

Retail Outlet/Store Manager

Supervises

Retail Outlet/Store staff.

Main activities

- Preparing material for setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Assisting the Retail Outlet/Store Manager with monitoring performance and reporting on variances from targets.
- Assisting the Retail Outlet/Store Manager in attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Overseeing all administrative processes, including daily bank reconciliations, credit and refunds are performed according to standard procedures.
- Supervising stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to lead and motivate a team, with developing managerial skills.
- Customer focus.

Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

External contacts

Key Accounts, Distributors, Government Officials, Customers.

Typical experience

At least 3 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

Other comments

Position Description

Position title: Retail Outlet/Store Sales Consultant
Position code: 11080
Level: 1

Responsible for

Contributing to the achievement of sales targets, goals, market share and customer satisfaction for a Retail Outlet/Store by providing high levels of customer service.

Report to

Retail Outlet/Store Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting the Retail Outlet/Store revenue, profitability and expense targets by providing excellent customer service, maximising the all sales opportunities and complying with all Retail Outlet/Store policies and procedures.
- Conducting sales demonstrations for a range of products to those customers who enter outlets and negotiating sales and deliveries within the organisation's policy guidelines.
- Assisting with the implementation of the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Performing all administrative processes, including daily bank reconciliations and credits and refunds in accordance with standard procedures.
- Carrying out stock take activities under the guidance of the Retail Outlet/Store Manager and in accordance with Retail Outlet/Store plan.
- Monitoring and reporting to Retail Outlet/Store Manager on competitors' sales and product strategies.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Negotiation, selling and communication skills.
- Customer focus.
- Team player.

Internal contacts

Other Sales staff, Stores and Administration.

External contacts

Customers.

Typical experience

3 years of Retail Outlet/Store experience.

Other comments

Position Description

Position title: Functional Lead - Sales Operations & Support
Position code: 24706
Level: 6

Responsible for

Supporting the sales function by efficient handling of backend sales processes

Report to

Chief Sales Officer

Supervises

Team of sales support professionals

Main activities

- Supporting the sales function through sales analysis, order processing, customer quotes, billing system maintenance and supplying relevant product/service information.
- Coordinating sales forecasting, planning, and budgeting processes used within the sales organization.
- Proactively monitoring high levels of quality, accuracy, and process consistency in the sales organization
- Coordinating planning activities with other functions and stakeholders within the firm.
- Supporting the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Proactively identify opportunities for sales process improvement.

Key skills

- Process management
- People management
- Stakeholder management

Internal contacts

Chief Sales Officer, Product Heads, Department Heads, Business Unit Heads

External contacts

External consultants

Typical experience

10+ years of experience in sales process management

Other comments

Position Description

Position title: Sales Operations Manager
Position code: 24705
Level: 5

Responsible for

Providing Sales Support to the General Manager - Sales and Service. Designing and implementing best practice Sales Support and indirectly overseeing the numerous teams of Customer Service Officers attached to each Area/Regional Sales Manager as well as the Sales Support team.

Report to

General Manager - Sales and Service.

Supervises**Main activities**

- Ensuring all new business, renewals, alterations and cancellations are managed within standards.
- Reviewing processes to achieve efficient and improved customer service.
- Providing Sales Support to staff and advisors.
- Ensuring operating policies and procedures are followed.
- Ensuring all compliance is adhered to in managing people and in the provision of information, products and services to customers.
- Preparing annual budgets for operating expenses.
- Managing operating expenses to budget.

Key skills

- Knowledge of specific insurance products and/or systems.
- Ability to provide appropriate direction, leadership, training and on the job coaching.
- Ability to define employee development needs and establish processes to achieve development needs.
- Good presentation and communication skills.
- Ability to provide efficient customer service for internal and external customers.
- Ability to evaluate and where applicable apply best practice technology and industry processes.
- Ability to analyse processes and portfolios.
- Compliance knowledge and understanding of relevant legislation.
- Should be a capable leader, have people skills experience and be profit focused.

Internal contacts

Sales Support teams.

External contacts

Existing customers and potential customers.

Typical experience

General insurance knowledge coupled with relevant tertiary or specialist qualifications.

Other comments

Alternative Title: Sales Support Manager.

Position Description

Position title: Sales Operations Team Leader
Position code: 24704
Level: 4

Responsible for

Directing the sales administration department to drive internal sales responses and develop processes and procedures to ensure the effective and efficient delivery of administrative support to the sales team.

Report to

Sales Manager

Supervises

Sales Administration/Internal Sales Team Leaders and Staff

Main activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales Administration activities with the broader business plan.
- Regularly reporting on inbound enquiries, support and sales transactions to effectively monitor the efficiency of processes from receipt of order to dispatch and payment
- Training team leaders and staff on providing administrative support for the production of tenders, bids and other Sales related documents
- Receiving and handling customer complaints escalated by team leaders.
- Recruiting, selecting and training Sales Administration/ Internal Sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.
- Skills in conflict resolution

Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

7+ years of experience, may possess relevant tertiary qualifications.

Other comments

Position Description

Position title: Sales Operations Analyst
Position code: 24703
Level: 3

Responsible for

Leading a team of Sales Administration/Internal Sales Staff to provide administration support to the Sales Team.

Report to

Sales Administration/Internal Sales Manager, Sales Manager, Senior Sales Manager, Sales Business Unit Manager.

Supervises

Sales Administration/Internal Sales Staff.

Main activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Implementing new and modified Sales Administration procedures, processes and reporting. Identifying and reporting to Management areas for process/procedural improvement.
- Providing administrative support to the production of weekly, monthly, quarterly and yearly Sales statistics including Sales budgets, Sales forecasts, Sales expenses and variance reports.
- Assisting with the maintenance and updating of the Sales Department manual that details all policies and procedures pertaining to the Sales Department.
- Overseeing the internal Sales process to ensure that all Sales inquiries and orders are being dealt with efficiently and effectively.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.
- Identifying Sales leads and escalating them to Sales Representatives. Ensuring the maintenance of the Sales database.
- Receiving and handling customer complaints escalated by members of the team and related to the sale of the organisation's products/services. Escalating unresolved complaints to Management.

Key skills

- Leadership, mentoring and communication skills.
- Attention to detail, analysis and problem solving capabilities.
- Excellent organisational, administrative and reporting skills.
- Sound product/service knowledge.

Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer and Technical Support, Research and Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

2 - 5 years of experience, coupled with administrative qualifications and may possess or be working towards tertiary qualifications.

Other comments

Position Description

Position title: Sales Operations Coordinator
Position code: 24702
Level: 2

Responsible for

Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.

Report to

Sales Administration/Internal Sales Manager, Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Processing Sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining Sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Identifying Sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

Key skills

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

Typically 2+ years of experience.

Other comments

Position Description

Position title: Order Processing/Sales Administration Assistant
Position code: 24701
Level: 1

Responsible for

Receiving both telephoned and mailed orders and processing efficiently to ensure effective recording dispatch and compliance with accounting procedures

Report to

Internal Sales Administrator

Supervises

No supervisory responsibilities

Main activities

- Receiving and processing orders from customers and ensuring that they are expeditiously filled in terms of laid down procedures.
- Maintaining accurate sales records for each customer, in particular noting association to Sales areas and Representatives.
- Telephone selling as required and encouraging customers to extend their purchase orders.

Key skills

- Good organisational, communication and interpersonal skills

Internal contacts

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control

External contacts

Customers.

Typical experience

At least 1 years of experience in Sales and may possess relevant tertiary qualifications.

Other comments

Position Description

Position title: Service - Senior Sales Representative
Position code: 23050
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Service - Sales Representatives.

Main activities

- Working closely with new and existing clients to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

This role achieves revenue/Sales quotas from Service/Support business only.

Position Description

Position title: Service - Sales Representative
Position code: 23055
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Support/Service proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff.

External contacts

Customers, Suppliers.

Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

This role achieves revenue/Sales quotas from Service/Support business only.

Position Description

Position title: Service - Junior Sales Representative
Position code: 23060
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

This role achieves revenue/Sales quotas from Service/Support business only.

Position Description

Position title: Software Licensing Specialist
Position code: 23065
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Software Licensing business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients to determine their present and future Software Licensing needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Software Licensing objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Software Licensing business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Software Licensing proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff.

External contacts

Customers, Suppliers.

Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

This role achieves revenue/Sales quotas from Software Licensing business only.

Position Description

Position title: Junior Software Licensing Specialist
Position code: 23070
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Software Licensing business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future Software Licensing needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Software Licensing objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Software Licensing business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

This role achieves revenue/Sales quotas from Software Licensing business only.

Position Description

Position title: Pre-Sales Support Manager
Position code: 11140
Level: 6

Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

Report to

Sales Director, Marketing Director, Customer Support Director, General Manager.

Supervises

Pre-Sales Support Specialists.

Main activities

- Ensuring the successful selling and installation of solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local and international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels and providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant environment.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Senior Executive Team, Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

External contacts

Customers, Relevant Industry Bodies, Suppliers.

Typical experience

10+ years of related experience, with 2-5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

Other comments

This role typically has a mixture of Management and high level Pre-Sales Support tasks. This role may sit within the Sales, Marketing, Customer Support or Technical Support job family depending on the structure of the organisation.

Position Description

Position title: Principal Pre-Sales Support Specialist
Position code: 11145
Level: 5

Responsible for

Providing expert advice regarding Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Manager.

Supervises

No formal supervisory responsibilities, however employees in this role would mentor more junior Pre-Sales Support Specialists.

Main activities

- Acting as a recognised authority in the area of Pre-Sales Support and working as an individual contributor providing expert advice.
- Contributing advice from a Pre-Sales Support perspective for the development of the organisation's Sales strategy. Providing leadership and direction for Line of Business, aligning Line of Business with the broader business plan and contributing significantly to the advancement of long-term strategic direction.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals. Developing and implementing demonstrations, presentations, training, consultation and Sales support services for the Sales Team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Assisting with Post-Sales support where required.

Key skills

- Expert knowledge, analytical, diagnostic, project management and problem-solving skills and technical ability in the relevant environment.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

External contacts

Customers, Relevant Industry Bodies.

Typical experience

10+ years of relevant Sales and Technical experience, coupled with a relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Senior Pre-Sales Support Specialist
Position code: 11150
Level: 4

Responsible for

Providing Pre-Sales Support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

Supervises

A group of Pre-Sales Support Specialists or no supervisory responsibilities.

Main activities

- Acting as the Team Leader for a group of Pre-Sales Support Specialists and/or acting as an individual contributor providing specialist advice and support.
- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support and technically training the Customer Support team where required.

Key skills

- Specialist skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

External contacts

Customers.

Typical experience

7-10 years of relevant Sales and Technical experience, including 3-6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Pre-Sales Support Specialist
Position code: 11155
Level: 3

Responsible for

Providing Pre-Sales Support to both the Sales Team and clients. Ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and sales support services for the Sales team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.
- Technically training the Customer Support team where required.

Key skills

- Skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

External contacts

Customers.

Typical experience

3-6 years of relevant Sales or Technical experience, including 1-3 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Junior Pre-Sales Support Specialist
Position code: 11160
Level: 2

Responsible for

Assisting with the provision of Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Contributing to the achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Assisting other Pre-Sales Support Specialists with the provision of demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Participating in user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.

Key skills

- Growing skills, knowledge and technical ability in the relevant environment.
- Developing analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

External contacts

Customers.

Typical experience

2-3 years of relevant Sales or Technical experience, including 1 year in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Chief Executive Officer
Position code: 10005
Level: 8

Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Companies Act for the statutory compliance of all business activities of the company.

Report to

Board of Directors (and Shareholders) or Overseas Principals.

Supervises

Directors, divisional and functional Managers.

Main activities

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key skills

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

Internal contacts

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team.

External contacts

Industry associations, company bankers, other financial institutions both local and overseas, Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

Other comments

Position Description

Position title: Finance Director/Chief Financial Officer
Position code: 10055
Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the company, and providing financial information to Chief Executive and Directors.

Report to

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main activities

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key skills

- Requires formal qualifications and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities. The ability to organise and control major accounting systems is also required.

Internal contacts

Functional management, company secretary, internal audit, IT Manager.

External contacts

Financial institutions, major customers and suppliers, external auditors, investment advisers.

Typical experience

At least 15 years practical experience in addition to tertiary qualifications.

Other comments

The role administers and directs to meet statutory and corporate reporting requirements.

Position Description

Position title: Chief Operating Officer
Position code: 10010
Level: 7

Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

Report to

Chief Executive/Managing Director.

Supervises

All operational Managers/general Managers and staff working within the operational functions of the organisation.

Main activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the Chief Executive Officer on corporate and group issues where required.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the Chief Executive Officer, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

Internal contacts

Functional and divisional managers and all Subordinate staff, board of directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

External contacts

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

Typical experience

At least 10-12 years relevant management and operational experience coupled with tertiary level qualifications.

Other comments

Position Description

Position title: Company Secretary
Position code: 15085
Level: 7

Responsible for

Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

Report to

General Manager, Chief Executive Officer.

Supervises

May supervise clerical staff.

Main activities

- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advise to the Board.
- Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues.
- Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing.
- Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report.
- Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

Key skills

- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

Internal contacts

All Divisional Managers, Legal staff.

External contacts

Shareholders, External Directors, Solicitors and other Legal Advisors.

Typical experience

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting.

Other comments

Position Description

Position title: Corporate Professional Services Manager
Position code: 22030
Level: 7

Responsible for

Managing and developing Business Consulting at a corporate level.

Report to

General Manager or Chief Executive Officer.

Supervises

A team of Industry Managers and Consultants.

Main activities

- Formulating corporate policies and strategies to optimise consulting performance and customer satisfaction.
- Negotiating major contracts with both customers and Sub-contractors.
- Allocating human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for the department.
- Recruiting at professional services management levels and senior personnel.

Key skills

- Strong management background particularly in technical, human resource and financial disciplines.

Internal contacts

Corporate Sales and Marketing management, Support and R and D departments.

External contacts

Major customers and contract organisations.

Typical experience

Tertiary qualifications in a technical discipline with at least 10 years of management experience at a senior level, in addition to extensive experience in area of expertise - typically over 20 years of experience in all.

Other comments

A high profile role, probably requiring regular presentations to significant industry groups impacting on national policy. The top position in the Consulting/Professional Services area in the organisation. Alternative Title: Consulting Director/Partner.

Position Description

Position title: Sales Director
Position code: 10035
Level: 7

Responsible for

Establishing and controlling the national sales strategy and Sales force to achieve revenue and expense targets.

Report to

Chief Executive/Managing Director.

Supervises

A national Sales force, including Region or Area Sales Managers, Product Specialists and Sales Representatives.

Main activities

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Working with other relevant Managers to develop national sales strategy.
- Monitoring sales and expense performance and initiating corrective action where necessary.
- Developing budget and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

Key skills

- Sound product and industry knowledge.
- Budgetary formulation and control abilities.
- Ability to negotiate complex sales at senior levels.
- Excellent planning and administrative abilities.
- Excellent motivational and persuasive skills.

Internal contacts

Marketing executives and specialists, region or branch managers/sales managers, credit, finance and human resources managers and legal officer.

External contacts

Major customers, advertising agencies and public relations firms, distributors, Government officials.

Typical experience

At least 12 years related sales/marketing experience coupled with relevant tertiary qualifications in technical/business areas.

Other comments

This role is primarily managerial requiring a sound sales background.

Position Description

Position title: Service Delivery Manager (Large)
Position code: 26075
Level: 5

Responsible for

Managing the quality and cost-effective service delivery to the customer of relatively large contracts. Manages the technical/service relationship with the customer.

Report to

Client Services Director.

Supervises

May supervise Service Delivery Manager(s).

Main activities

- Providing service delivery management, including the implementation of a solution in accordance with contracted terms for complex opportunities or managing large outsourced business activity directly.
- Participating with account managers and engagement teams in defining/designing, costing and scheduling.
- Developing, reviewing and finalising the implementation plan as well as achieving approval for large, complex opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross geographic resource alignment.
- Establishing a responsive business relationship with customer including problem reporting, escalation and resolution processes.
- Managing/monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and the impact of customer change requests, thence identifying service implications.
- Developing and communicating delivery status and performance reports.

Key skills

- Excellent oral and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

Internal contacts

Client Service Director, Service Delivery Managers, Outsourced IT staff, IT staff.

External contacts

Clients, client employees, third party organisations.

Typical experience

At least 15 years of relevant industry experience.

Other comments

Position Description

Position title: Service Delivery Manager (Medium)
Position code: 26080
Level: 4

Responsible for

Assuming overall responsibility for quality and cost-effective service delivery to the customer. Managing the technical/service relationship with the customer.

Report to

Client Services Director.

Supervises

A team of around 20 IT contracting employees and annual contract revenue of up to \$5 million.

Main activities

- Managing the day-to-day work of delivery team of a medium sized outsourced business activity as prime contractor in implementing a solution in accordance with contracted terms on one or more opportunities.
- Participating with account managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan and achieving approval for medium opportunities.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests, identifying service implications.

Key skills

- Excellent oral and written communication skills.
- Excellent project management skills, and a proven record of successful staff management.

Internal contacts

Client Service Director, Outsourced IT staff.

External contacts

Clients, client employees, third party organisations.

Typical experience

At least 10-15 years of relevant industry experience.

Other comments

Example activities include, but are not limited to, managing a call or data centre.

Position Description

Position title: Service Delivery Manager (Small)
Position code: 26085
Level: 3

Responsible for

Assuming overall responsibility for quality and cost effective service delivery to the customer. Managing the technical/service delivery relationship with the customer.

Report to

Client Services Director, Service Delivery Manager (Large).

Supervises

A team of up to 20 IT contracting employees and annual contract revenue of up to \$1 million.

Main activities

- Managing the day-to-day work of the delivery team as prime contractor, implementing a solution in accordance with contracted terms.
- Participating with Account Managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan, and achieving approval for opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross-geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests and identifying service implications.
- Possibly managing a call or data centre.

Key skills

- Excellent oral and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

Internal contacts

Client Service Director, Outsourced IT staff.

External contacts

Clients, client employees, third party organisations.

Typical experience

At least 10-15 years of relevant industry experience.

Other comments

Position Description

Position title: Data/BI Analytics Manager
Position code: 32061
Level: 5

Responsible for

Plans, manages and controls the activities of a team or teams of analysts that provides business intelligence and analytics to provide insight to decision-makers.

Report to

Supervises

Data/BI Analysts and Senior Data/BI Analysts

Main activities

- Leads initiatives to analyse complex business problems and issues using data from internal and external sources.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Basic knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.

Internal contacts

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

At least 5-7 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for overseeing general data analysis and reporting across the business - individuals responsible for specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Position Description

Position title: Associate Consulting Director/Associate Partner
Position code: 26025
Level: 6

Responsible for

Providing higher level chargeable services to clients in developing industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

Report to

Corporate Professional Services Manager, Partner.

Supervises

Less experienced consultants.

Main activities

- Designing and developing very high quality business solutions and other projects.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Assisting in bringing projects experiencing difficulties to a successful conclusion.
- Managing a team of consultants (largely dependent on the size and scope of client project).

Key skills

- Specialist knowledge of many industries or segments - and can work comfortably in areas beyond these specialties.
- Recognised as leading expert in specialty area - often seen as a role model.
- Has developed, or contributed to the development of new consulting techniques and methods.

Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

External contacts

Customers (usually at the senior executive level). Industry associations.

Typical experience

At least 15+ years of experience in business management, IT, systems integration consulting, design.

Minimum of 10 years experience in consulting, engagement/project management, and/or business and resource management.

Often holds an MBA.

Other comments

This role requires a blend of technical, commercial and consulting skills. Alternative Titles: Associate Director/Partner - Strategic Business, Technical, IT Change Management and/or BPR.

Position Description

Position title: Principal Consultant
Position code: 26030
Level: 5

Responsible for

Providing higher level chargeable services to clients in developing industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

Report to

Corporate Professional Services Manager, Branch Manager, Partner.

Supervises

Less experienced Consultants.

Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customers' business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Managing a team of consultants (largely dependent on the size and scope of client project).

Key skills

- Specialist knowledge of many industries or segments, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Can adapt and apply existing techniques and methodologies to new uses.

Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

External contacts

Customers (often at the senior executive level), telecommunications and various specialist consultants and peripheral suppliers.

Typical experience

At least 10-15 years of experience in business management, IT, systems integration consulting, design.

Minimum of 5 years experience in consulting, engagement/project management, and/or business and resource management.

May hold an MBA.

Other comments

This role requires a blend of technical, commercial and consulting skills. Some have moved into computing from commerce.

Alternative Titles: Senior Principal Consultant/Partner - Strategic Business, Technical, IT Change Management and/or BPR.

Position Description

Position title: Senior Consultant
Position code: 26035
Level: 4

Responsible for

Providing high level chargeable services to clients in developing industry-specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

Report to

Professional Services Manager, Branch Manager, Partners.

Supervises

May supervise less experienced Consultants.

Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Managing a team of consultants (largely dependent on the size and scope of client project).

Key skills

- Specialist knowledge of several industries or segments, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Good understanding of broad business issues.

Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

External contacts

Customers at the junior to middle management level, telecommunications and various specialist consultants and peripheral suppliers.

Typical experience

At least 6-10 years of experience in business management, IT, systems integration consulting, design.

Minimum of 2 years experience in consulting, engagement/project management, and/or business and resource management.

Other comments

Alternative Titles: Principal Consultant - Strategic Business, Technical, IT Change Management and/or Business Process engineering.

Position Description

Position title: Consultant
Position code: 26040
Level: 3

Responsible for

Providing a chargeable service to clients in the development of industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

Report to

Professional Services Manager, National Software Manager, Branch Manager, Corporate Professional Services Manager, Partner.

Supervises

May provide guidance to less experienced consultants .

Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customer's business needs with input to strategic planning of business systems and directions.
- Being accountable for defined assignments/projects often involving immediate action or short term planning of human and other resources.
- Assisting with the preparation of sales proposals.
- Liaising with customers during preliminary installation and testing of developed software solutions or products.
- Recognising and promptly advising management of potential problems and for potential follow-on business opportunities.

Key skills

- Specialist level competence/knowledge in at least one technology/expertise area.
- Fully competent in one or more related areas with strong analytical skills.
- Able to contribute in a number of areas outside of specialty.
- Understanding business/organisation/marketing context of business solutions.

Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists and Product Specialists.

External contacts

Customers, telecommunications carriers and various specialist consultants and peripheral suppliers.

Typical experience

At least 3-6 years work experience in information technology, IT systems, systems design, integration or consulting.

Other comments

The role requires a blend of technical, commercial and consulting skills. Some have moved into computing from commerce.
Alternative Titles: Consultant - IT Change Management, Technical and/or BPR.

Position Description

Position title: Junior Consultant
Position code: 26045
Level: 2

Responsible for

Assisting in providing a chargeable service to clients relating primarily to projects, consulting assignments, building and installing turnkey business solutions.

Report to

Professional Services Manager Branch Manager or Partner.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the design and development of high quality business solutions and other projects.
- Providing evaluations of customer's business needs comprising differing product options.
- Assisting the preparation of sales proposals/projects.
- Being accountable for defined work assignments/projects often involving immediate action or short term planning of human and other resources.
- Liaising with customers during preliminary installation and testing of developed solutions or products.
- Operating as a member of a project team.

Key skills

- Broad academic knowledge of information technology/business management and/or business concepts and products.
- Analytical and consulting skills.
- Technical skills requiring further development.

Internal contacts

Industry and Product Marketing Managers and Product Specialists, Project Managers.

External contacts

Customers at an operational level.

Typical experience

University or college graduate, usually in an information technology discipline or in business. May have educational background different from the above, at least 0-3 years relevant technical experience.

Other comments

Alternative Title: Associate Consultant - IT Change Management, Technical and/or BPR.

Position Description

Position title: Professional Services Manager - Sector
Position code: 26005
Level: 6

Responsible for

Managing and developing consulting services on an industry sector basis to achieve budgeted targets.

Report to

Corporate Professional Services Manager/Director.

Supervises

A team of Project Managers and Consultants.

Main activities

- Formulating policies and strategies to optimise consulting performance and customer satisfaction.
- Ensuring that the branch meets its profitability targets, maximising revenue per consultant within agreed cost constraints and without compromising the integrity and standards of the company.
- Negotiating major contracts with both customers and Sub-contractors.
- Allocating human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for department.
- Recruiting at Professional Services management levels and senior personnel.

Key skills

- Strong management background particularly in technical, human resource and finance disciplines.

Internal contacts

National Sales and Marketing Management, Support and Research and Development departments.

External contacts

Major customers and contract organisations.

Typical experience

Typically has tertiary qualifications in a technical discipline and at least 10 years of management experience at a senior level and at least another 5-8 years in managing consulting projects.

Other comments

The role is high profile, probably requiring regular presentations to significant industry groups impacting on the operation of the company.

Position Description

Position title: Senior Principal Solutions Architect
Position code: 26000
Level: 6

Responsible for

Providing high level expertise on multiple major/key client engagements, managing several large or strategically important technical programs, and developing, coordinating and delivering all aspects of customer IT needs.

Report to

IT Outsourcing Manager.

Supervises

May supervise outsourcing employees.

Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Taking responsibility for ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Leading the development of rapid prototyping demonstrations.
- Assisting in determining strategic direction of the organisation.
- Managing high level technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Leading the development and delivery of client and internal technical presentations.

Key skills

- Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

Internal contacts

IT contracting employees.

External contacts

Clients' IT departments.

Typical experience

10+ years experience in a technical field such as information technology, systems integration, development. 5+ years experience in an IT contracting environment.

Other comments

Position Description

Position title: Principal Solutions Architect
Position code: 26090
Level: 5

Responsible for

Providing expertise on multiple client engagements, managing multiple, large or strategically important technical programs, developing, coordinating and delivering all aspects of customer IT needs.

Report to

IT Outsourcing Manager.

Supervises

May supervise outsourcing employees.

Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Assisting in determining strategic direction of the organisation.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

Key skills

- Project management skills.
- Analysis, communication and presentation ability.
- Scheduling skills.

Internal contacts

IT Contracting employees.

External contacts

Clients' IT departments.

Typical experience

At least 10 years of experience in a technical field i.e.. Information Technology, Systems Integration, or Development. At least 5 years of experience in an IT contracting environment.

Other comments

Position Description

Position title: Senior Solutions Architect
Position code: 26095
Level: 4

Responsible for

Providing expertise on multiple client engagements, managing multiple or medium-sized technical programs, developing, coordinating and delivering all aspects of customer IT needs.

Report to

IT Outsourcing Manager.

Supervises

May supervise teams of up to 10 outsourcing employees.

Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

Key skills

- Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

Internal contacts

IT contracting employees.

External contacts

Clients' IT departments.

Typical experience

At least 5 years experience in an IT contracting environment.

Other comments

Position Description

Position title: Solutions Architect
Position code: 26100
Level: 3

Responsible for

Providing expertise on client engagements, managing small to medium technical programs, developing, coordinating and delivering all aspects of customer IT needs or parts of large customer engagements.

Report to

IT Outsourcing Manager, Principal Solutions Architect.

Supervises

May supervise teams of approximately 5 outsourcing employees.

Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

Key skills

- Developing project management skills.
- Analytical, communication, and presentation ability.
- Scheduling skills.

Internal contacts

IT Contracting employees.

External contacts

Clients' IT departments.

Typical experience

At least 3 years of experience in an IT contracting environment.

Other comments

Position Description

Position title: Group Leader - Cellular Design & Performance Group
Position code: 28115
Level: 5

Responsible for

Supervising RF design work associated with the network. Developing guidelines for the Network operation with the Engineering and Marketing Departments. Managing the existing cellular network to ensure performance within key performance indicators.

Report to

Research and Development Manager/Technical Director.

Supervises

Leads staff within a team and creates an effective team environment.

Main activities

- Working with Marketing and Engineering to develop a plan for network growth which meets the company's business requirements. Communicating plans to Design staff and ensuring that network development follows the plan.
- Supervising subordinate staff and establishing a performance and development plan for each.
- Ensuring that all activities in area of control comply with the required performance standards.
- Planning and managing special projects as required, including new technology evaluation tools, development practices and procedures.

Key skills

- Excellent appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network planning principles;
 - Traffic theory;
 - Mobile Network Systems.
- Proven supervisory ability and effective oral communication skills.
- Excellent computer skills.

Internal contacts

Engineering and Marketing staff.

External contacts

Suppliers.

Typical experience

Degree in Electronic or Communications Engineering, with at least 5 or more years experience in a field related to Radio Propagation or RF equipment.

Other comments

Position Description

Position title: Technical Specialist - Cellular Design & Performance Group
Position code: 28120
Level: 4

Responsible for

Performing RF design work associated with the carrier network. Providing technical support and expertise to other team members. Managing the existing cellular network to ensure performance within key performance indicators.

Report to

Group Leader - Cellular Design and Performance Group.

Supervises

No supervisory responsibilities.

Main activities

- Using computer models or field tests, and comparing candidates for suitability taking into account performance of the overall and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters.
- Managing the integration of new sites into the network.
- Overseeing the work of Design staff - providing technical support and expertise.
- Monitoring and managing the performance of all or part of the network, performing reconfiguration work as required. Planning and executing large scale network changes.
- Managing the network frequency plan.
- Managing network capacity, to ensure customer requirements are met for up to 6 months.
- Introducing relevant new technologies.
- Keeping the Group Leader informed on all design and performance issues.
- Planning and managing special projects as required, including new technology evaluation tools, development practices and procedures.

Key skills

- Excellent appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network planning principles;
 - Traffic theory;
 - Mobile Network systems.
- Effective oral communication skills.
- Excellent computer skills.

Internal contacts

Engineering and Marketing staff.

External contacts

Suppliers.

Typical experience

8-10 years of experience in a field related to radio propagation or RF equipment, coupled with tertiary qualifications in Electronic or Communications Engineering.

Other comments

Position Description

Position title: Senior Cellular RF Design/Performance Engineer
Position code: 28125
Level: 3

Responsible for

Performing RF design work associated with the carrier network within technical and business guidelines. Assisting in managing the existing cellular network to ensure performance within key performance indicators.

Report to

Group Leader - Cellular Design and Performance Group.

Supervises

First level supervision.

Main activities

- Identifying candidate sites for development into the base station infrastructure and working within the planned overall network and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters under supervision.
- Managing the integration of new sites into the operational network.
- Monitoring and managing the performance of all or part of the network, and performing reconfiguration work as required.
- Planning and executing large scale network changes.
- Keeping the Team Leader informed on all design and performance issues within relevant responsibility guidelines.
- Completing special projects as required, including new technology evaluation tools, development practices and procedures.

Key skills

- Good appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network planning principles;
 - Traffic theory;
 - Mobile Network Systems.
- Ability to work closely within a team.
- Effective oral communication skills.
- Excellent computer skills.

Internal contacts

Engineering and Marketing staff.

External contacts

Suppliers.

Typical experience

At least 3-5 years experience in a field related to radio propagation, RF equipment or equivalent service, coupled with tertiary qualifications in Electronic or Communications Engineering.

Other comments

Position Description

Position title: Cellular Network Engineer
Position code: 28130
Level: 2

Responsible for

Performing RF design work associated with the carrier network within technical and business guidelines. Assisting in managing the cellular network.

Report to

Group Leader - Cellular Design and Performance Group.

Supervises

No supervisory responsibilities.

Main activities

- Identifying candidate sites for development into the base station infrastructure.
- Using computer models or field tests and comparing candidates for suitability, taking into account performance of the overall network and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters under supervision.
- Assisting with special projects as required including new technology evaluation, tools development, practices and procedural documentation.
- Investigating and testing parts as directed and suggesting network modifications.
- Performing drive testing and providing support for Customer Service groups.

Key skills

- Appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network theory;
 - Traffic theory.
- Ability to work closely within a team.
- Effective oral communication skills.
- Excellent computer skills.

Internal contacts

Customer Support staff.

External contacts

Suppliers.

Typical experience

Degree in Electronic or Communications Engineering or equivalent experience.

Other comments

During the initial orientation period the Graduate operates under direct supervision and exercises little autonomy, but as he/she gains experience and progresses over time, limited autonomy is allowed under general supervision.

Position Description

Position title: Field Technical Services Manager
Position code: 28065
Level: 5

Responsible for

Controlling Field Technical Support and Post Sales Technical Support activities during project installations within a large region to achieve customer service and expense control objectives.

Report to

Technical Support Engineering Manager.

Supervises

A team of Customer Support and Technical Support Engineers.

Main activities

- Coordinating and supervising the operation of regional Field Technical Support services and Project Installation services.
- Providing Technical Support in feasibility studies and equipment demonstrations.
- Preparing field service and inventory budgets and projections.
- Monitoring customer difficulties and warranty claims and reporting problems.
- Recruiting, managing and training Customer Service Engineers and monitoring contractor staff in order to meet the human resources requirements of all projects.
- Planning, developing, implementing, monitoring, evaluating, and enhancing Field Technical Support policies and procedures.

Key skills

- Strong technical background, detailed product knowledge and client focus.
- Project management skills.
- Ability to analyse and solve complex technical problems.
- Leadership capabilities, coupled with excellent communication and negotiation skills.
- Ability to listen to client needs/problems and translate them into Technical solutions.

Internal contacts

Management, Sales and Marketing staff, Operations staff and Logistics Managers.

External contacts

Customers at all levels, Distributors, Parts Suppliers, and Contractors.

Typical experience

Typically at least 5 years of experience in Customer Service and Technical Support, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Branch Field Engineering Manager.

Position Description

Position title: Team Leader Customer Service Engineer/Technician
Position code: 28070
Level: 4

Responsible for

Planning, organising and controlling the human and material resources required for providing timely and quality service of telecommunications equipment at client sites and acting as the organisation's most senior Customer Service Engineer/Technician ensuring the rectification of all faults.

Report to

Field Technical Service Manager.

Supervises

Customer Service Engineers/Technicians.

Main activities

- Assuming overall responsibility for the service and maintenance of telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to installation or development staff.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Controlling and maintaining test equipment for service support.
- Maintaining branch system support for facilities for case testing and training.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.
- Developing and promoting technical skills of Customer Service Engineers/Technicians.

Key skills

- Complete knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS<C.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Leadership skills and mentoring capability.
- Complex problem solving skills.
- Driver's License.

Internal contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

External contacts

Customers and Contractors.

Typical experience

At least 8 years of experience, including 2 years of supervisory experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

Other comments

Position Description

Position title: Senior Customer Service Engineer/Technician
Position code: 28075
Level: 4

Responsible for

Achieving customer satisfaction by providing quality and timely service of Telecommunications equipment at client sites and performing third level Technical Support to ensure the rectification of all faults.

Report to

Team Leader Customer Service Engineer/Technician.

Supervises

No formal supervisory responsibility, but may mentor more junior Customer Service Engineers/Technicians.

Main activities

- Servicing and maintaining telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to the Team Leader Customer Service Engineers/Technicians.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Maintaining test equipment for service support.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.

Key skills

- Detailed knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS<C.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Complex problem solving skills.
- Driver's License.

Internal contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

External contacts

Customers and Contractors.

Typical experience

At least 6 years of experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

Other comments

Position Description

Position title: Customer Service Engineer/ Technician
Position code: 28080
Level: 3

Responsible for

Achieving customer satisfaction by providing quality and timely service of Telecommunications equipment at client sites and performing third level Technical Support to ensure the rectification of all faults.

Report to

Team Leader Customer Service Engineer/Technician.

Supervises

No formal supervisory responsibility, but may mentor more junior Customer Service Engineers/Technicians.

Main activities

- Servicing and maintaining telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to the Team Leader Customer Service Engineers/Technicians.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Maintaining test equipment for service support.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.

Key skills

- Detailed knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS<C.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Complex problem solving skills.
- Driver's License.

Internal contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

External contacts

Customers and Contractors.

Typical experience

At least 6 years of experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

Other comments

Position Description

Position title: Network Management / NOC Team Leader
Position code: 28085
Level: 4

Responsible for

Leading a team of Engineers in providing pro-active support of the network, including real-time surveillance, monitoring, analysis, activation and fault management. Taking immediate corrective action where required.

Report to

Network Configuration Performance Manager.

Supervises

A team of Engineers - Network Management Systems.

Main activities

- Monitoring, analysing and managing the performance of specified networks and/or services, ensuring the restoration of faults within agreed time frames and quality standards, and monitoring fault management targets.
- Assisting in the development and implementation of standards and procedures for network operations and processes for vendor support to ensure timely resolution of failed systems. Coordinating changes and outages to the network, ensuring they are implemented in a controlled manner.
- Upgrading paths of Network Management Systems, hardware and software, and forecasting guidance and expertise for maintenance and administration of systems.
- Ensuring system availability to end-users and activating traffic management functions to minimise the impact of network faults, equipment outages and congestion.
- Implementing procedures to measure and track the performance quality of the real time network.
- Leading and performing tests for the implementation of new services, programming for the rearrangement and integration of new network elements and performing integration testing and alarm verification in cooperation with other groups to ensure the smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools and liaising with other Carrier's Fault Management Centres and other technical groups within the organisation regarding real time, long term faults and ongoing improvements and enhancements to Network Management Systems.

Key skills

- Specialist technical knowledge of relevant Network Management Systems and leadership skills.
- Ability to transform customer requirements into a technical solution and work according to deadlines.
- Analytical and problem solving ability, coupled with excellent communication skills and a strong customer focus.

Internal contacts

Network Management Staff, Technical Field Staff, Senior Management, other Technical Staff.

External contacts

Clients, Contractors, Vendors, Other Carriers.

Typical experience

3-4 years of technical experience and at least 2 years of supervisory experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Network Management / NOC Engineer
Position code: 28090
Level: 3

Responsible for

Being proactive in administration, analysis, development and maintenance of the network performance systems.

Report to

Team Leader.

Supervises

Some supervision of Graduates and Intermediate Engineers.

Main activities

- Holding responsibility for upgrade paths of the network performance systems, hardware and software.
- Forecasting guidance and expertise for maintenance and administration of systems.
- Ensuring system availability to end-users.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools.

Key skills

- Thorough technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Good written and verbal communication skills.
- Strong customer focus.
- Time management.

Internal contacts

Engineering team, Technical Support, Users.

External contacts

Clients.

Typical experience

At least 4-5 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other comments

Position Description

Position title: Network Management / NOC Engineer
Position code: 28095
Level: 2

Responsible for

Administering, analysing, developing and maintaining the network performance systems.

Report to

Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Holding responsibility for the maintenance and administration of the systems.
- Monitoring, tuning and trend analysis of the systems/network performance.
- Assisting in the processes of network planning and development.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools.

Key skills

- Thorough technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Good written and verbal communication skills.
- Strong customer focus.
- Good time management ability.

Internal contacts

Engineering team, Technical Support, Users.

External contacts

Clients.

Typical experience

At least 1-3 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other comments

Position Description

Position title: Intermediate Network Management / NOC Engineer
Position code: 28100
Level: 2

Responsible for

Administering, analysing, developing and maintaining the network performance systems.

Report to

Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Being responsible for the maintenance and administration of systems as assigned but under guidance.
- Ensuring system availability to end-users.
- Contributing to recommendations on upgrade paths of the network performance systems, hardware and software.
- Monitoring, tuning and performing trend analysis of the systems/network performance.
- Contributing to the processes of network planning and development.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.

Key skills

- Good technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Strong customer focus.
- Good time management skills.

Internal contacts

Engineering team, Technical Support staff, Users.

External contacts

Clients.

Typical experience

Tertiary qualifications or equivalent with 1 year of experience in the Telecommunications industry.

Other comments

Position Description

Position title: Network Management / NOC Coordinator
Position code: 28105
Level: 2

Responsible for

Managing orders processing and network databases to ensure that all new orders and existing records are accurately entered and maintained for the purposes of optimising the Network routing and revenue.

Report to

Network Configuration Performance Manager, Team Leader - Network Management Systems.

Supervises

No supervisory responsibilities.

Main activities

- Managing network orders to optimise the network routing and revenue.
- Entering new orders and maintaining existing customer records in the network databases according to information typically provided by Provisioning Officers within the organisation.
- Liaising with the organisation's Orders Coordinators in the process of orders clarification.
- Managing orders registration database as well as orders archiving.
- Providing technical support for orders receiving, distribution and registering.
- Maintaining the network topologies.

Key skills

- In-depth knowledge of the organisations ordering system.
- Good working knowledge of databases and spreadsheet applications.
- Understanding of the organisation's network architectures.

Internal contacts

Regional Customer Services, Field Operations, Marketing.

External contacts

Customers at an operational level and Equipment Suppliers.

Typical experience

1-2 years of experience, either in a Clerical role or a Database Management role, coupled with qualifications including CPS and CFRS data services, OMNI ordering system, Access Database training or equivalent.

Other comments

In smaller organisations, the responsibilities in this role will typically be performed by the Engineer - Network Management Systems. In larger organisations, this role will typically be an entry level position for progression towards Network Performance Engineer or Engineer - Network Management Systems.

Position Description

Position title: Provisioning Officer/Provisioning Engineer
Position code: 28110
Level: 3

Responsible for

Preparing network reports and performing associated traffic and fault analysis. Reporting, analysing and optimising networks and platforms.

Report to

Network Configuration Performance Manager.

Supervises

No supervisory responsibilities.

Main activities

- Producing performance reports and performance recommendations based on information and statistics taken from the network elements.
- Pro-actively monitoring network performance data and traffic reports, highlighting potential problems and recommending solutions.
- Performing chronic network and customer fault analysis.
- Obtaining, monitoring and validating customer access performance and call statistics.
- Producing and managing reports outlining the quality and service levels of network corrective actions.
- Monitoring network growth requirements and highlighting capacity problems.
- Producing weekly, monthly and yearly reports using standard analytical techniques.
- Managing key measures and target values in the network performance monitoring process.
- Developing customised procedures and tools for performance monitoring.

Key skills

- Technical knowledge of relevant Networking Systems.
- Good working knowledge of Databases and UNIX basic commands and editors or equivalent.
- Understanding of the organisation's network architectures.
- Analytical and problem solving ability.
- Excellent communication skills.

Internal contacts

Regional Customer Services, Field Operations, Marketing, Network Management Systems Engineers.

External contacts

Customers at operational level and Equipment Suppliers.

Typical experience

At least 2-3 years of relevant experience as a Network Administrator, with a strong technical background. May have relevant tertiary qualifications.

Other comments

This role is unique from the Engineers - Network Management Systems. It is independent in so far as it often analyses network reports, traffic performance and fault analysis after the event and does not make immediate responses to network faults and traffic congestion.

Position Description

Position title: Engineering Manager/Chief Design Engineer
Position code: 28005
Level: 5

Responsible for

Managing a group of Technical Engineers engaged in the design, building and testing of specialist telecommunications equipment. Controlling the progress and quality of Software or Hardware development projects.

Report to

Research and Development Manager/Chief Design Engineer.

Supervises

Industrial Engineers, Project Leaders/Managers.

Main activities

- Controlling project schedules so that systems design or development projects are completed and tested on time and to required quality standards.
- Establishing the quality standards of the systems development and ensuring adherence across teams.
- Managing the design, building and testing of equipment for the manufacturing of telecommunication products.
- Managing the installation of the equipment.
- Negotiating the supply of equipment, where necessary.
- Monitoring the industry for new manufacturing processes and equipment.
- Preparing and managing budgets associated with the new manufacturing processes.

Key skills

- Above average electronic engineering skills.
- Skills in management of product engineering, documentation and configuration control.
- Strong engineering design ability.
- Project management, financial management, planning and organising skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry and market.

Internal contacts

Sales, Marketing, Finance, Human Resources and MIT departments.

External contacts

Major customers, Suppliers.

Typical experience

At least 8-10 years of experience, preferably in Software Development, in a R and D environment with at least 4 years in Project Management. Tertiary level qualifications.

Other comments

An expert in focusing leading edge research to produce well designed innovative and fully affordable software packages, or "leading edge" hardware design, through effective forward "visionary" coordination and control.

Position Description

Position title: Project Manager - Network Development
Position code: 28010
Level: 4

Responsible for

Controlling the quality and progress of network development/maintenance projects. Could either be responsible for one major project or a number of smaller ones.

Report to

Engineering Manager/Chief Design Engineer

Supervises

Design Engineers, Network Engineers.

Main activities

- Supervising team(s) of Development Specialists usually between 5 - 10 staff.
- Managing new development projects.
- Supporting of existing products.
- Controlling project schedules and quality standards.
- Delivering programs on time, meeting user requirements and in a manner easily modified and maintained.
- Liaising with customers and reporting project costs and progress to management.
- Suggesting and evaluating packaged applications software/hardware and development tools.
- Coordinating the duties of development teams.

Key skills

- Should be an effective people leader, and must have good skills in User liaison and in controlling the planning and implementation of large applications development projects.

Internal contacts

Manufacturing, Purchasing, Sales.

External contacts

Major customers, Suppliers, Contractors.

Typical experience

At least 7 years of experience in software/hardware development, with 3-4 years in Systems Design and project supervision.

Other comments

Position Description

Position title: Team Leader - Network Development
Position code: 28015
Level: 4

Responsible for

Proactively planning and forecasting new and existing network elements. Planning, organising and monitoring the output of the team.

Report to

Manager, Network Development.

Supervises

Typically a team of 4-10 staff.

Main activities

- Providing guidance and producing detailed network plans and design specifications for new, and expanding existing network elements.
- Managing network changes through to a quality outcome.
- Providing quality reports and management for management and clients.
- Maintaining the delivery timeframes of engineering documents to all customers- internal and external.
- Approving recommendations on new hardware and software products/features.
- Ensuring smooth integration of designs.
- Conducting staff performance reviews and recruiting new staff.
- Ensuring the team's training and individual's development needs are met.
- Developing and monitoring budgets.

Key skills

- Good analytical and problem solving skills.
- Thorough technical and verbal communication skills.
- Strong customer focus.
- Team leadership skills.

Internal contacts

Engineering team, Technical support, Users.

External contacts

Clients.

Typical experience

Minimum 4-5 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other comments

Position Description

Position title: Senior Engineer - Network Development
Position code: 28020
Level: 3

Responsible for

Proactively planning, forecasting and designing new network elements for integration into the network and optimising existing network elements.

Report to

Team Leader.

Supervises

Some supervision of Graduates and Intermediate Engineers.

Main activities

- Providing guidance and producing detailed network plans and design specifications for developing and expanding existing network elements as assigned.
- Managing network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks and writing reports for colleagues and management.
- Maintaining the delivery timeframes of engineering documents to all customers - internal and external.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of designs.
- Managing testing and approving recommendations on new hardware and software products/features.

Key skills

- Good analytical problem solving skills.
- Thorough technical knowledge of network elements.
- Good written and oral communication skills.
- Strong customer focus.
- Time management skills

Internal contacts

Engineering team, Technical Support, Users.

External contacts

Clients.

Typical experience

At least 4-5 years experience in the Telecommunications industry.

Other comments

Position Description

Position title: Engineer - Network Development
Position code: 28025
Level: 2

Responsible for

Planning and designing new network elements for integration into the network and optimising existing network elements.

Report to

Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Producing detailed network plans and design specifications for developing and expanding existing network elements as assigned.
- Managing limited network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks and writing reports for colleagues and management.
- Maintaining the delivery timeframes of engineering documents to all customers - internal and external.
- Ensuring smooth integration of designs.
- Testing and making recommendations on new hardware and software products/features.

Key skills

- Good analytical skills.
- Thorough technical knowledge of network elements.
- Good written and oral communication skills.
- A strong customer focus.

Internal contacts

Engineering Team, Technical Support, Users.

External contacts

Clients.

Typical experience

At least 1-3 years experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other comments

Position Description

Position title: Graduate Engineer - Network Development
Position code: 28026
Level: 1

Responsible for

Learning new skills to design new network elements for integration into the network and optimising existing network elements.

Report to

Team Leader - Network Development.

Supervises

No supervisory responsibilities.

Main activities

- Learning and contributing to detailed network plans and design specifications for new and expanding existing network elements as assigned.
- Managing limited network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks.

Key skills

- Analytical problem solving skills.
- Basic technical knowledge of network elements.
- Good written and verbal communication skills.
- Team player.

Internal contacts

Engineering team, Technical Support, and Users.

External contacts

Clients.

Typical experience

Tertiary qualifications or equivalent.

Other comments

May work with Voice and/or IP network(s)

Position Description

Position title: Satellite Platform Engineer
Position code: 28225
Level: 3

Responsible for

Responsible for spacecraft platform systems architecture and system engineering. Supports all technical, quality and schedule aspects of the manufacturing, integration and test of the interface of the satellite.

Report to

Satellite Network Manager.

Supervises

None.

Main activities

- Evaluate all design options for the satellite platform and recommend the best solution ensuring that the platform meets internal specifications and design.
- Deliver satellite platform systems in accordance with the project schedules and consistent with cross-domain architectural frameworks.
- Support the administration, monitoring and adherence of the technical specifications of contracts with external suppliers and sub-contractors.
- Manage stakeholders across domains and networks to ensure effective communication.
- Engage with the architects and engineers of technology suppliers to ensure appropriate support of vendor's products.

Key skills

- Excellent understanding of satellite platform systems and platform design.
- Good written and oral communication skills.
- High level problem solving skills.
- Experience in vendor and stakeholder management.

Internal contacts

Network architects, project team members.

External contacts

Vendors.

Typical experience

3 - 5 years of experience in the development of satellite spacecraft, spacecraft platform architecture. Tertiary qualifications in Engineering or relevant degree.

Other comments

Position Description

Position title: Network Construction Project Manager
Position code: 88010
Level: 5

Responsible for

Ensuring the successful management and execution of a portfolio of construction programs effectively and delivering them in a profitable and timely manner.

Report to

Regional Program Manager.

Supervises

Project Coordinator & Site Managers.

Main activities

- Ensuring the projects are run in an effective and efficient manner through the entire project management process.
- Generating construction Program to ensure detailed planning of time, costs and quality of projects.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed requirements.
- Provide team leadership to your project team and maintaining a commitment to quality work.

Key skills

- Ability to build strong relationships both internally and externally.
- Good leadership skills.
- Project management skills and experience.
- Excellent time management skills.

Internal contacts

Senior Management, Project Engineers and Site Team Leaders.

External contacts

Subcontractors, Clients and Consultants

Typical experience

5+ years of experience with a bachelor degree or higher qualification in relevant field.

Other comments

Position Description

Position title: Network Construction Site Manager
Position code: 88014
Level: 4

Responsible for

Ensuring the proper and effective management of all site activities including employees and subcontractors.

Report to

Construction Manager

Supervises

All site employees.

Main activities

- Obtaining a comprehensive understanding of the scope and detail of the project, as to establish project participants, lines of communication, client contractual obligations and a detailed knowledge of each subcontractor's scope of work and the specific performance required.
- Liaise and co-ordinate all site activities including civil works (foundations, earth works, earth system installations, fencing and cable tray works) with site owners, customer representatives, sub-contractors, service providers.
- Ensure the smooth operation on site.
- Lead Rigging teams across multiple mobile base station sites in Rigging techniques to install steelwork on structures, antenna's, feeders and ancillary equipment.
- Ensure the overall safety of the worksite and all staff, sub-contractors, third parties and members of the public.

Key skills

- Time management and organisation skills.
- Thorough understanding of the sequencing of a project.
- An ability to maintain and control all on-site records.
- Leadership and team building skills.

Internal contacts

Project Managers, Senior Management, Other Project Coordinators, Site Managers all internal employees.

External contacts

Clients, Subcontractors, Site employees, Suppliers, OH&S, Engineers, Consultants.

Typical experience

5+ years of experience as a Site Manager in telecommunications construction projects. Relevant qualifications and training.

Other comments

Position Description

Position title: Senior Communications Rigger
Position code: 88013
Level: 3

Responsible for

Installing and maintaining telecommunications equipment mounted on structures requiring rigging skills.

Report to

Site Manager or Field Manager.

Supervises

May provide guidance to juniors

Main activities

- Assist with installations, moves, additions, changes, maintenance and repair support for customer telecommunications infrastructure.
- Maintain / achieve SLA timeframes whilst providing all necessary updates to the Site Managers.
- Ensure live network outages are minimised at all times.
- Ensure that OH&S Policy requirements are observed and followed and any hazard or Non-Conformance issues relating to OH&S are promptly notified of.

Key skills

- Safety-conscious.
- Able to work as part of a team.
- Practical and manual skills.
- Problem solving skills.

Internal contacts

Site Managers and On-site Employees.

External contacts

Clients and Subcontractors.

Typical experience

2+ years previous experience in communications & civil rigging. Hold an Australian Rigging Certificate, Construction Industry Card National, Working At Heights Certification, Tower Rescue Accreditation and Manual Drivers License.

Other comments

Position Description

Position title: Communications Rigger
Position code: 88012
Level: 2

Responsible for

Installing and maintaining telecommunications equipment mounted on structures requiring rigging skills.

Report to

Site Manager or Field Manager.

Supervises

No supervisory activities

Main activities

- Assist with installations, moves, additions, changes, maintenance and repair support for customer telecommunications infrastructure.
- Maintain / achieve SLA time-frames whilst providing all necessary updates to the Site Managers.
- Ensure live network outages are minimised at all times.
- Ensure that OH&S Policy requirements are observed and followed and any hazard or Non-Conformance issues relating to OH&S are promptly notified of.

Key skills

- Safety-conscious.
- Able to work as part of a team.
- Practical and manual skills.
- Problem solving skills.

Internal contacts

Site Managers and On-site Employees.

External contacts

Clients and Subcontractors.

Typical experience

Previous experience in communications & civil rigging. Hold an Australian Rigging Certificate, Construction Industry Card National, Working At Heights Certification, Tower Rescue Accreditation and Manual Drivers License.

Other comments

Position Description

Position title: Senior Technical Support Officer
Position code: 92108
Level: 3

Responsible for

Supporting a project team by taking care of routine technical aspects and services.

Report to

A Technical Supervisor, or Project Manager

Supervises

No supervisory responsibilities

Main activities

- Assembling, operating and/or maintaining various equipment and instrumentation.
- Assisting with setting up and conducting research studies and field trials.
- Assessing the need for modifications to technical processes and items of machinery.
- Maintaining optimum stocks of materials and spare parts.
- Maintaining technical reports and literature.
- Providing technical information and advice.

Key skills

- Ability to make independent decisions
- Strong technical knowledge

Internal contacts

Systems/Software Engineering Staff

External contacts

Equipment Suppliers

Typical experience

Technical diploma coupled with 5+ years experience

Other comments

Position Description

Position title: Technical Support Officer
Position code: 92109
Level: 2

Responsible for

Supporting a project team by taking care of routine technical aspects and services

Report to

A Technical Supervisor, or Project Manager

Supervises

No supervisory responsibilities

Main activities

- Assembling, operating and/or maintaining various equipment and instrumentation
- Assisting with setting up and conducting research studies and field trials
- Assessing the need for modifications to technical processes and items of machinery
- Maintaining optimum stocks of materials and spare parts
- Maintaining technical reports and literature
- Providing technical information and advice

Key skills

- Ability to make independent decisions
- Good technical knowledge

Internal contacts

Systems/Software Engineering Staff

External contacts

Equipment Suppliers

Typical experience

Technical diploma

Other comments

Position Description

Position title: GIS/EIS Manager
Position code: 32070
Level: 5

Responsible for

Managing and Supervising a team of GIS/EIS professionals and technicians.

Report to

General Manager

Supervises

GIS Technicians, Developers and Specialists

Main activities

- Supervising the activities of the GIS team and managing the outcomes.
- Coordinating the efforts of direct reports and managing the overall direction of the team.
- Managing and resolving staff issues.
- Being responsible for the overall quality and efficiency of the GIS team.
- Utilising state of the art programs to deliver superior results in an infant field of professional service.

Key skills

- Superior team skills
- Superior staff, time and project management skills.
- Superior verbal and written communication skills. Including the ability to disseminate complicated technical information in an easily understandable and efficient manner.
- An expert understanding of GIS practices, theories and trends.
- The ability to manage a team spread geographically and temporally in a virtual team environment.
- Superior negotiation skills and the ability to influence and inspire others.
- High level software skills including an expert understanding of Excel and various database software.

Internal contacts

GIS team members, senior management.

External contacts

Government agencies, Geographers, Software developers, large clients.

Typical experience

5-10 years involved in the GIS area. Tertiary qualifications in a GIS related field (Geography, Computer Science, Engineering). Experience in managing a team of staff including entry level staff.

Other comments

Position Description

Position title: Technical Specialist - Geospatial
Position code: 32075
Level: 4

Responsible for

Implementing and supporting reliable, high performance relational database management systems for the organisation's core business applications.

Report to

Database Manager.

Supervises

May mentor Trainee DBAs

Main activities

- Installing and configuring database systems, patches and upgrades.
- Designing and implementing new databases and associated objects.
- Monitoring and reporting on database service availability.
- Managing the development, testing and production database environments.
- Managing and conducting all aspects of capacity planning, performance monitoring and tuning of relational databases.
- Developing, implementing and auditing database security.
- Liaising with application users to confirm requirements for system, backup and other requirements.
- Developing policies and procedures governing corporate database operations and related issues.

Key skills

- Advanced skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Advanced skills in associated database programming languages such as PL/SQL, SQL, CICS etc.
- Advanced skills in one or more major operating system platforms such as NT, Unix, Linux etc
- Good understanding of the business information needs of the organisation.
- Effective trouble-shooter.
- Good communication skills.

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

At least 5-7 years of experience with large, corporate databases coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title: Senior GIS Analyst
Position code: 32080
Level: 4

Responsible for

The role provides both GIS solution development and system support for existing solutions.

Report to

GIS/EIS Manager.

Supervises

May supervise junior staff.

Main activities

- Producing spatial coverage data sets.
- Managing projects of small to medium size GIS solution development.
- Improving process methodologies for GIS data management.
- Interpreting and converting user requirements to determine possible geographic analysis and software solutions.
- Solving third party data quality issues.
- Ensuring robust IT database design.
- Negotiating with customers and vendors.

Key skills

- Full colour vision for cartographic map and report production.
- Experience in spatial modelling, analysis and reporting.
- Superior IT skills including the use of specialised GIS software such as Arc and MapInfo.
- Superior knowledge of relational database modelling and administration.
- Ability to integrate well into a virtual team environment.
- Superior written and verbal communication skills.
- High level software skills including an expert understanding of Excel and various database software.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Government agencies, geographers, engineers, and clients.

Typical experience

Tertiary qualifications in a GIS related field (Geography, Engineering, Computer Science). Formal training in the operation of a major database platform may be required. 2-4 years experience in a GIS role is required.

Other comments

Position Description

Position title: GIS Analyst
Position code: 32085
Level: 3

Responsible for

The role provides both GIS solution development and system support for existing solutions.

Report to

GIS / EIS Manager.

Supervises

No supervisory responsibilities.

Main activities

- Producing spatial coverage data sets.
- Managing projects of small size GIS solution development.
- Improving process methodologies for GIS data management.
- Interpreting and converting user requirements to determine possible geographic analysis and software solutions.
- Solving third party data quality issues.
- Ensuring robust IT database design.
- Negotiating with customers and vendors.

Key skills

- Full colour vision for cartographic map and report production.
- Experience in spatial modelling, analysis and reporting.
- Strong IT skills including the use of specialised GIS software such as Arc and MapInfo.
- Strong knowledge of relational database modelling and administration.
- Ability to integrate well into a virtual team environment.
- Good written and verbal communication skills.
- High level software skills including a solid understanding of Excel and various database software.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Government agencies, geographers, engineers, and clients.

Typical experience

Tertiary qualifications in a GIS related field (Geography, Engineering, Computer Science). Formal training in the operation of a major database platform may be required.

Other comments

Position Description

Position title: Senior GIS Database Administrator
Position code: 32090
Level: 4

Responsible for

Designing, implementing, and maintaining the GIS (Geographic Information Systems) database whilst ensuring client satisfaction.

Report to

GIS/EIS Manager.

Supervises

May supervise junior GIS database administrators.

Main activities

- Specifying, documenting, developing and maintaining data dictionaries, database structures and data repositories.
- Designing and implementing data models and data interfaces between various data sources.
- Troubleshoot database related issues and tuning databases for optimum performance.
- Participating in and organising integration, testing and maintenance activities.

Key skills

- Experience in managing and tuning commercial database systems.
- Experience in Object Oriented Analysis and Design of object oriented systems.
- Development experience, including development of major commercial database systems.
- A strong understanding of GIS.
- Strong communication skills and the ability to disseminate complicated technical information in an easily understandable manner.
- Expert Microsoft Office skills.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Software vendors.

Typical experience

Formal tertiary qualifications are required in a computer science related field. The incumbent must have 2-4 years experience in a related area.

Other comments

Position Description

Position title: GIS Database Administrator
Position code: 32095
Level: 3

Responsible for

Designing, implementing, and maintaining the GIS (Geographic Information Systems) database whilst ensuring client satisfaction.

Report to

GIS/EIS Manager.

Supervises

No supervisory responsibilities.

Main activities

- Contributing to specifying, documenting, developing and maintaining data dictionaries, database structures and data repositories.
- Designing and implementing data models and data interfaces between various data sources.
- Troubleshoot database related issues and tuning databases for optimum performance.
- Participating in integration, testing and maintenance activities.

Key skills

- Experience in managing and tuning commercial database systems.
- Experience in Object Oriented Analysis and Design of object oriented systems.
- Development experience, including development of major commercial database systems.
- An understanding or strong interest in GIS.
- Strong communication skills and the ability to disseminate complicated technical information in an easily understandable manner.
- Expert Microsoft Office skills.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Software vendors.

Typical experience

Formal tertiary qualifications are required in a computer science related field.

Other comments

Position Description

Position title: Assets & Configuration Manager
Position code: 36005
Level: 4

Responsible for

Identifying, recording and reporting on IT components to ensure appropriate records are kept and stock levels are right.

Report to

General Manager.

Supervises

No supervisory responsibilities.

Main activities

- Identifying the configuration structures for all infrastructure's configuration items.
- Allocating identifiers and version numbers for configuration items, labelling each item, and entering them into the configuration management data base.
- Ensuring that no configuration item is added, modified, replaced or removed without appropriate controlling documentation.
- Reporting of all current and historical data concerned with each configuration item throughout its life cycle.
- Reviewing and auditing configuration items to ensure they are correctly recorded in the configuration management systems.
- Providing accurate information on configurations and their documentation to support all other information services management processes.

Key skills

- Good verbal and written communication skills.
- Strong analytical skills and accounting skills.
- Strong reasoning skills.
- Sound technical knowledge.
- Teamwork and leadership skills.

Internal contacts

Senior Management, all user departments, General managers.

External contacts

Suppliers

Typical experience

Possesses sound technical knowledge in IT with at least 5 years experience in a large information services company.

Other comments

Position Description

Position title: Asset & Configuration Consultant
Position code: 36004
Level: 3

Responsible for

Identifying, recording and reporting on IT components both software and hardware to ensure appropriate records are kept and stock levels are right.

Report to

Asset & Configuration Manager.

Supervises

No supervisory responsibilities.

Main activities

- Allocating identifiers as well as version numbers for configuration items.
- Ensuring that each item is labelled with identifiers, and entered into the configuration management data base.
- Ensuring adherence to configuration management plans.
- Assisting with reporting of all current and historical data concerned with each configuration item throughout its life cycle.
- Reviewing and auditing configuration items to ensure they are correctly recorded in the configuration management systems.
- Keeping track of controlling documentation and ensuring that no configuration item (asset) is added, modified, replaced or removed without this.

Key skills

- Good verbal and written communication skills.
- Strong analytical skills and accounting skills.
- Strong reasoning skills.
- Sound technical knowledge.

Internal contacts

Senior Management, Service Desk team, all user departments, General Managers.

External contacts

Suppliers

Typical experience

Possesses sound technical knowledge in IT with at least 2 years experience in a large information services company in assets and configuration.

Other comments

Position Description

Position title: IT Asset Manager
Position code: 36020
Level: 5

Responsible for

Providing whole life-cycle management for the ICT asset fleet, ensuring that it is managed efficiently and effectively in accordance with legislation, policies and procedures.

Report to

Business Operations Manager.

Supervises

May supervise Asset Management employees.

Main activities

- Providing strategic oversight of the management of the ICT assets fleet and developing, implementing and managing appropriate policies, processes and procedures.
- Leading the overall management and co-ordination of the procurement, deployment, refresh, replacement and retirement of assets, inclusive of non-capital items throughout their lifecycle.
- Developing, evaluating and providing advice to Senior Management on IT asset management strategies and issues.
- Ensuring the ongoing delivery of strategic business objectives through continuous improvement activities including developing and maintaining an audit/stocktake plan inclusive of managing corrective actions arising from audit findings.
- Developing and maintaining constructive and collaborative relationships with internal and external stakeholders including working closely with the Financial Controller to ensure all the financial requirements relating to asset management are fully and appropriately addressed.
- Ensuring that the asset data is complete, accurate and up-to-date and the requirements of other business units in relation to asset data are satisfied.

Key skills

- Demonstrate knowledge and experience in aligning IT asset management policies and procedures with strategic business objectives, including high level policy development and implementation skills.
- Demonstrated experience in the management of and understanding the issues associated with managing an extensive ICT fleet including, but not limited to, procurement, installation, management, refresh and retirement of assets.
- Demonstrated ability to resolve complex management, operational and technical issues.
- Ability to develop productive relationships with customers, stakeholder and suppliers, with a focus on benefits and continuous improvement.
- Ability to identify and evaluate technological developments and match the appropriate technologies to business requirements.
- Strong asset management skills, including staff.

Internal contacts

Managers and staff at all levels.

External contacts

Suppliers.

Typical experience

Minimum 5 years experience in IT industry, experience in asset management I, coupled with appropriate tertiary qualifications.

Other comments

Position Description

Position title:	Six Sigma - Master Black Belt
Position code:	15500
Level:	5

Responsible for

Implementing, training and advising the organisation in relation to 6 Sigma methodology and practice. Acting as an expert "mentor" and advisor to Black Belts. This role is critical in ensuring that the organisation implements 6 Sigma effectively, and that the statistical methods utilised are correct.

Report to

Manager of Six Sigma Projects or Business Unit Manager.

Supervises

Manages Black and Green Belts.

Main activities

- Acting as an in-house expert/mentor on 6 Sigma methodology and the application of 6 Sigma theory. Leads, trains, and manages Black Belts.
- Identifying and training potential Black Belts within the organisation. Ensuring that both theoretical (correct application) and practical (statistical rigour) requirements are met.
- Counselling both senior management and Black Belts in relation to unusually complex or non-routine cases.
- Assisting at both the highest and lower levels of the organisation in developing the strategy for continual business quality improvements. Quantifying financial benefits of Six Sigma improvement projects.
- Creating, analysing and driving major quality initiatives to achieve desired cultural change, ownership and understanding.
- Identifying, developing and accounting for suitable 6 Sigma projects throughout the organisation, often across multiple departments and/or locations.
- Reviewing relative success of 6 Sigma projects throughout organisation, and analysing factors that are critical to success.

Key skills

- Expert in 6 Sigma methodologies and application.
- Excellent leadership skills.
- Identify, lead, motivate, develop and mentor employees suitable for 6 Sigma roles within the organisation, particularly potential and accredited Black Belts.
- Excellent statistical and analytical skills; ability to analyse data and tailor information to the needs of the audience. Ability to communicate complex issues in simple terms.
- Project management and stakeholder management skills, particularly across multiple departments and individual project teams.
- Continuous improvement mind-set; seeks perfection and has a true quality focus.

Internal contacts

Project Team Members, Black Belts and Green Belts.

External contacts

Nil.

Typical experience

Completed Black Belt certification. Must possess a commercial/business background, preferably with a minimum of 8-10+ years experience. Experience in leading teams and working through others to achieve success, has held key operational roles, with high performance.

Other comments

Position Description

Position title: Six Sigma - Black Belt
Position code: 15505
Level: 4

Responsible for

Completing the work and delivering the results of a Six Sigma project - focusing on major and measurable improvements in key business processes that are linked to 'critical to quality' customer needs. This role is critical in ensuring that the project stays on track, any obstacles are resolved and progress continues.

Report to

Master Black Belt.

Supervises

May supervise Green Belts or other project team members.

Main activities

- Lead and manage business improvement projects using Six Sigma methodologies.
- Decide which Six Sigma techniques are appropriate for the problems at hand, referring to the Six Sigma Advisors for expert advice for unusually complex or non-routine cases.
- Acting as a trainer/mentor to Green Belts within the organisation.
- Assist in the development of the strategy for business quality improvements.
- Drive major quality initiatives to achieve desired cultural change, ownership and understanding.
- Review and clarify project rationale with sponsor; develop and update the project charter and implementation plan.
- Maintain the project schedule and keep progress moving toward final solutions and results.
- Document final results and create storyboards of the project; conduct post project review and implement revised action for the next project.
- Quantify financial benefits of Six Sigma improvement projects.

Key skills

- Good leadership skills. Ability to lead a project autonomously.
- Continuous improvement mind-set; seeks perfection and has a true quality focus.
- Good statistical and analytical skills; ability to analyse data and tailor information to the needs of the audience.
- Project management skills.
- A sound understanding of the Six Sigma Project Management methodology.

Internal contacts

Project Team Members, Other Black Belts and Green Belts.

External contacts

Nil.

Typical experience

Completed Black Belt certification. Must possess a commercial/business background, preferably with a minimum of 5 years experience. Experienced in leading teams and working through others to achieve success.

Other comments

Position Description

Position title: Six Sigma - Green Belt
Position code: 15510
Level: 3

Responsible for

Supporting and delivering the results of a Six Sigma project - focusing on major and measurable improvements in key business processes that are linked to 'critical to quality' customer needs.

Report to

Master Black Belt.

Supervises

None

Main activities

- Assist business improvement projects using Six Sigma methodologies.
- Support the Six Sigma techniques chosen for the problems at hand, referring to the Six Sigma Advisors for expert advice for unusually complex or non-routine cases.
- Assist in the development of the strategy for business quality improvements.
- Support major quality initiatives to achieve desired cultural change, ownership and understanding.
- Review and clarify project rationale with sponsor; develop and update the project charter and implementation plan.
- Maintain the project schedule and keep progress moving toward final solutions and results.
- Document final results and create storyboards of the project; conduct post project review and implement revised action for the next project.
- Quantify financial benefits of Six Sigma improvement projects.

Key skills

- Good leadership skills. Ability to lead a project autonomously.
- Continuous improvement mind-set; seeks perfection and has a true quality focus.
- Good statistical and analytical skills; ability to analyse data and tailor information to the needs of the audience.
- Project management skills.
- A sound understanding of the Six Sigma Project Management methodology.

Internal contacts

Project Team Members, Black Belts and other Green Belts.

External contacts

Nil.

Typical experience

Completed Green Belt certification. Shown experience in a commercial/business background, preferably with a minimum of 1-4 years experience.

Other comments