Corporate IT Remuneration Report Australia

Position descriptions | May 2021

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Position Families:

Position Family: IT Senior Management

General Management

Chief Information Officer / Chief Technology Officer	Aon.EXE.IT010.7
Chief Data Officer	Aon.EXE.45200.6
Divisional/Business Unit IT General Manager	Aon.EXS.85012.6
IT Manager	Aon.ITC.45024.5

Position Family: Technology Development

Applications Development

General Manager - Applications Services	Aon.EXS.85001.6
Applications Development Manager	Aon.ITC.45359.5
Principal Developer	Aon.ITC.45066.5
Applications Development Team Leader	Aon.ITC.45359.4
Senior Developer	Aon.ITC.45066.4
Developer	Aon.ITC.45066.3
Associate Developer	Aon.ITC.45066.2
Junior Developer	Aon.ITC.45066.1

Database Administration

Database Manager	Aon.ITC.45013.5
Senior Database Administrator	Aon.ITC.45113.4
Database Administrator	Aon.ITC.45013.3
Associate Database Administrator	Aon.ITC.45013.2

Database Engineering

Senior Database Engineer	Aon.ITC.45053.4
Database Engineer	Aon.ITC.45054.3

Data warehousing/Business Intelligence

Principal Data Engineer	Aon.ITC.45100.6
Senior Data Engineer	Aon.ITC.45100.5
Data Engineer	Aon.ITC.45100.4
Data Warehousing/BI Manager	Aon.ITC.45014.5
Data Warehousing/BI Senior Consultant	Aon.ITC.45014.4
Data Warehousing/BI Consultant	Aon.ITC.45014.3
Principal Data Scientist	Aon.ITC.45200.6
Senior Data Scientist	Aon.ITC.45200.5
Data Scientist	Aon.ITC.45200.4
Junior Data Scientist	Aon.ITC.45200.3

IT Security Engineering

IT Senior Security Engineer	Aon.ITC.45761.4
IT Security Engineer	Aon.ITC.45761.3
Associate IT Security Engineer	Aon.ITC.45761.2

DevOps

[NEW] DevOps Manager	Aon.ITC.49192.5
Principal DevOps Engineer	Aon.ITC.49191.5
Senior DevOps Engineer	Aon.ITC.49191.4
DevOps Engineer	Aon.ITC.49191.3

Digital/Online

Head of UI Engineering	Aon.ITC.45074.6
User Interface Manager	Aon.ITC.45074.5
Senior User Interface Developer	Aon.ITC.45074.4
User Interface Developer	Aon.ITC.45074.3
Website Administrator	Aon.ITC.45034.3

Position Family: Technology Development

Automation and Machine Learning

Principal Machine Learning Engineer	Aon.ITC.70005.5
Senior Machine Learning Engineer	Aon.ITC.70005.4
Machine Learning Engineer	Aon.ITC.70005.3
Senior Robotic Process Automation Engineer	Aon.ITC.70004.4
Robotic Process Automation Engineer	Aon.ITC.70004.3

PeopleSoft Development

PeopleSoft Team Leader	Aon.ITC.45137.4
Senior PeopleSoft Developer	Aon.ITC.45037.4
Associate PeopleSoft Developer	Aon.ITC.45037.2

Quality Assurance

IT Quality Manager	Aon.ITC.45043.5
Senior IT Quality Assurance Analyst	Aon.ITC.45043.4
IT Quality Assurance Analyst	Aon.ITC.45043.3

SAP

SAP Application Specialist	Aon.ITC.45045.3
Associate SAP Developer	Aon.ITC.45050.2

Software Engineering

Senior Principal Software Design Engineer	Aon.ITC.45055.6
Principal Software Design Engineer	Aon.ITC.45055.5
Senior Software Design Engineer	Aon.ITC.45055.4
Software Design Engineer	Aon.ITC.45055.3
Associate Software Design Engineer	Aon.ITC.45055.2
[NEW] Graduate Software Design Engineer	Aon.ITC.45055.1

Systems Analysis

Systems Analysis Manager	Aon.ITC.45170.5
Senior Systems Analyst	Aon.ITC.45170.4
Systems Analyst	Aon.ITC.45070.3

Technical Writing

Senior Technical Writer	Aon.ITC.45042.4
Technical Writer	Aon.ITC.45061.3

Test Analysis

Head of Testing	Aon.ITC.45062.6
Senior Test Manager	Aon.ITC.45062.5
Test Manager	Aon.ITC.45071.4
Senior Test Analyst	Aon.ITC.45071.3
Test Analyst	Aon.ITC.45071.2
Senior Automation Test Analyst	Aon.ITC.45512.4
Automation Test Analyst	Aon.ITC.45512.3

Position Family: IT Architecture

Business Solutions Architecture

    Senior Business Solutions Architect   Aon.ITC.45459.5

    Business Solutions Architect   Aon.ITC.45159.4

Data warehousing/Business Intelligence

    Data Warehousing/BI Architect   Aon.ITC.45024.4

Enterprise Architecture

    Senior Enterprise Architect   Aon.ITC.45159.5

    Enterprise Architect   Aon.ITC.45459.4

General Architecture

    General Manager - Architectural Services   Aon.EXS.85006.6

    Principal IT Architect   Aon.ITC.45060.6

Infrastructure Architecture

    Senior Infrastructure Architect   Aon.ITC.45121.5

    Infrastructure Architect   Aon.ITC.45021.4

IT Security Consulting

    Senior IT Security Architect   Aon.ITC.45128.5

    IT Security Architect   Aon.ITC.45128.4

Solution Architecture

    Senior Solution Architect   Aon.ITC.45259.5

    Solution Architect   Aon.ITC.45259.4

Position Family: IT Infrastructure

IT Operations Management

General Manager - IT Services/Infrastructure	Aon.EXS.85011.6
IT Operations Manager	Aon.ITC.45025.6

Microsoft Systems Administration

Senior Microsoft Systems Specialist	Aon.ITC.45033.4
Microsoft Systems Specialist	Aon.ITC.45133.3

Network Engineering

IT Network Engineering Manager	Aon.ITC.45069.5
Senior IT Network Engineer	Aon.ITC.45069.4
IT Network Engineer	Aon.ITC.45069.3
Associate IT Network Engineer	Aon.ITC.45069.2

SAP Basis Administration

SAP Principal Basis Administrator	Aon.ITC.45046.5
SAP Basis Administration Team Leader	Aon.ITC.45046.4
SAP Senior Basis Administrator	Aon.ITC.45146.4
SAP Basis Administrator	Aon.ITC.45046.3

Systems Administration

Senior Systems Administrator	Aon.ITC.45169.4
Systems Administrator	Aon.ITC.45169.3
Systems Administration Analyst	Aon.ITC.45169.2

Systems Programming

Systems Programming Manager	Aon.ITC.45060.5
Senior Systems Programmer	Aon.ITC.45060.4
Technical Consultant	Aon.ITC.45160.4
Systems Programmer	Aon.ITC.45060.3
Technical Specialist - Systems Programming (Mainframe)	Aon.ITC.45160.3
Associate Systems Programmer	Aon.ITC.45060.2

Testing

Infrastructure Tester	Aon.ITC.45021.2

Voice Communications

Voice Communications Engineer	Aon.ITC.45065.3
Voice Communications Analyst	Aon.ITC.45065.2

Position Family: IT Other Specialists

Change Control

    Change Control/Release Manager   Aon.ITC.45007.5

    Change Control/Release Administrator   Aon.ITC.45007.3

Configuration

    Asset & Configuration Manager   Aon.ITC.45011.4

    Asset & Configuration Consultant   Aon.ITC.45011.3

IT Asset Management

    IT Asset Manager   Aon.ITC.45022.5

Position Family: IT Professional Services

Business Analysis

Business Analysis Manager	Aon.ITC.45067.5
Applications Development Technical Consultant	Aon.ITC.45059.4
Senior Business Analyst	Aon.ITC.45067.4
Business Analyst	Aon.ITC.45067.3
Associate Business Analyst	Aon.ITC.45067.2

IT Relationship Management

Business Systems Manager	Aon.ITC.45006.5
Business Engagement Partner	Aon.ITC.45106.5
Senior IT Relationship Manager	Aon.ITC.45026.4
IT Relationship Manager	Aon.ITC.45026.3

SAP

SAP Principal Functional Consultant	Aon.ITC.45048.5
SAP Senior Business Analyst	Aon.ITC.45047.4
SAP Business Analyst	Aon.ITC.45047.3
SAP Senior Functional Consultant	Aon.ITC.45048.4
SAP Functional Consultant	Aon.ITC.45048.3
SAP Associate Functional Consultant	Aon.ITC.45048.2
SAP Integration Lead	Aon.ITC.45049.4
SAP Integration Specialist	Aon.ITC.45049.3

Supplier/Contracts Management

General Manager - IT Outsourcing	Aon.EXS.85013.6
IT Outsourcing/Commercial Manager	Aon.ITC.45057.4
Supplier Relationship Manager	Aon.ITC.45057.3
Senior IT Outsourcing/Commercial Analyst	Aon.ITC.45157.3
IT Outsourcing/Commercial Analyst	Aon.ITC.45057.2

Position Family: IT Project Management

IT Project Management - General

Project Director	Aon.PMN.70003.6
IT Program Manager	Aon.ITC.45432.6
IT Project Manager (Large)	Aon.ITC.45232.6
IT Project Manager (Medium)	Aon.ITC.45332.6
IT Project Manager (Small)	Aon.ITC.45132.5
IT Project Manager (Very small)	Aon.ITC.45232.5

IT Project Management - IT Applications

IT Project Manager - IT Applications (Large)	Aon.ITC.45038.6
IT Project Manager - IT Applications (Medium)	Aon.ITC.45138.6
IT Project Manager - IT Applications (Small)	Aon.ITC.45038.5
IT Project Manager - IT Applications (Very small)	Aon.ITC.45138.5
Project Team Leader - IT Applications	Aon.ITC.45038.4
Tribe Lead/Agile Development Manager	Aon.ITC.45238.5
Agile Coach	Aon.ITC.45238.4
Senior Scrum Master	Aon.ITC.45240.5
Scrum Master	Aon.ITC.45240.4
Product Owner	Aon.ITC.45243.3

IT Project Management - IT Infrastructure

IT Project Manager - IT Infrastructure (Large)	Aon.ITC.45040.6
IT Project Manager - IT Infrastructure (Medium)	Aon.ITC.45140.6
IT Project Manager - IT Infrastructure (Small)	Aon.ITC.45040.5
IT Project Manager - IT Infrastructure (Very small)	Aon.ITC.45140.5
Project Team Leader - IT Infrastructure	Aon.ITC.45040.4

IT Project Management - Resources

Senior Resource Manager	Aon.PRO.90808.5
Resource Manager	Aon.PRO.90808.4
Senior Resource Coordinator	Aon.PRO.90808.3
Resource Coordinator	Aon.PRO.90808.2

SAP Project Management

SAP Project Manager (Large)	Aon.ITC.45051.6
SAP Project Manager (Medium)	Aon.ITC.45051.5
SAP Project Manager (Small)	Aon.ITC.45151.5

Position Family: IT Risk & Security

IT Security Management

Chief Information Security Officer	Aon.EXS.85017.7
Information Security Director	Aon.EXS.85018.6
IT Security Manager	Aon.ITC.45028.5

Digital Forensics

Digital Forensics Manager	Aon.ITC.45012.5
Digital Forensics Lead Specialist	Aon.ITC.45112.5
Senior Digital Forensics Specialist	Aon.ITC.45012.4
Digital Forensics Specialist	Aon.ITC.45012.3
Junior Digital Forensics Specialist	Aon.ITC.45012.2

E/Discovery & Incident Response

Incident Response/Problem Management Team Leader	Aon.ITC.45023.4
Incident Response/Problem Management Consultant	Aon.ITC.45023.3
Disaster Recovery / Business Continuity Manager	Aon.ITC.45228.5
Disaster Recovery / Business Continuity Specialist	Aon.ITC.45228.4

IT Governance, Risk, & Compliance (GRC)

Senior IT Risk Manager	Aon.ITC.45027.6
IT Risk Manager	Aon.ITC.45027.5
Senior IT Risk Analyst	Aon.ITC.45027.4
IT Risk Analyst	Aon.ITC.45027.3
Principal IT Security Operations/Risk Assessment Consultant	Aon.ITC.45036.5
Senior IT Security Operations/Risk Assessment Consultant	Aon.ITC.45036.4
IT Security Operations/Risk Assessment Consultant	Aon.ITC.45036.3

IT Identity & Access Management

Identity & Access Manager	Aon.ITC.45129.5
Identity & Access Management Team Leader	Aon.ITC.45129.4
Senior IT Security Administrator	Aon.ITC.45128.3
IT Security Administrator	Aon.ITC.45028.2

IT Security Consulting

Principal IT Security Consultant	Aon.ITC.46028.5
IT Security Senior Consultant	Aon.ITC.45028.4
IT Security Consultant	Aon.ITC.45028.3
IT Security Analyst	Aon.ITC.45128.2

IT Security Specialist

Penetration Testing Manager	Aon.ITC.45308.5
Senior Penetration Tester	Aon.ITC.45308.4
Penetration Tester	Aon.ITC.45308.3
Cryptographer/Cryptologist	Aon.ITC.45701.4
Cryptanalyst	Aon.ITC.45701.3

Position Family: IT Support

Management

IT Support Manager	Aon.ITC.45032.5

Desktop Support

Desktop Support Manager	Aon.ITC.45068.5
Desktop Support Team Leader	Aon.ITC.45015.4
Senior Desktop Support Analyst	Aon.ITC.45068.3
Desktop Support Analyst	Aon.ITC.45068.2
Trainee Desktop Support Analyst	Aon.ITC.45015.1

Helpdesk

Helpdesk Manager	Aon.ITC.45020.4
Helpdesk Team Leader	Aon.ITC.45168.3
Advanced Helpdesk Specialist - Specialised Support	Aon.ITC.45002.3
Senior Helpdesk Operator	Aon.ITC.45168.2
Helpdesk Operator	Aon.ITC.45068.1

IT Training

IT Training Manager	Aon.ITC.45029.4
IT Training Officer	Aon.ITC.45029.3

Position Family: IT Graduates

Graduates

Graduate - Technical (1-2 years)   Aon.GRD.80030.1

Graduate - Technical (Entry Level <1 year)   Aon.GRD.80020.1

Position Description

Position title:	**Chief Information Officer / Chief Technology Officer**
Position code:	**Aon.EXE.IT010.7**
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.
- May have formal business training in addition to technical experience.

Internal contacts

Senior Management, all user departments, finance and administration.

External contacts

Suppliers of equipment and peripherals, software suppliers and consultants.

Typical experience

12+ years of experience in computing, with 5+ years in large sites and proven business and management skills.

Other comments

Alternative Names: Chief Technology Officer, Chief Information Officer

Position Description

Position title:	**Chief Data Officer**
Position code:	**Aon.EXE.45200.6**
Level:	**6**

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:	**Divisional/Business Unit IT General Manager**
Position code:	**Aon.EXS.85012.6**
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 CIO.
- 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.
- Overseeing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- 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 operational and development expenditures within budget.

Key skills

- People management and leadership skills, together with professional standards of planning and budgeting.
- Excellent understanding of the business requirements and IT deliverables required by the division/region.
- Well developed project management skills and appreciation.

Internal contacts

Line Management, Senior Management, IT Shared Services, Project Management.

External contacts

IT Contractors, Suppliers, Vendors.

Typical experience

10+ years of general management experience, or experience in all aspects of IT at a senior level. With have relevant tertiary qualifications.

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.

Position Description

Position title:	**IT Manager**
Position code:	**Aon.ITC.45024.5**
Level:	**5**

Responsible for

Designing, developing, implementing and maintaining a broad range of IT systems and processes.

Report to

Chief Executive Officer.

Supervises

In small organisations may not have supervisory responsibilities.

Main activities

- Designing, enhancing and maintaining the network and email system. Responsible for the design and daily operation of the back-up system.
- Acting as an internal technical reference point for colleagues by providing telephone and basic face to face technical support to users regarding desktop/LAN issues.
- Maintaining effective computer security including, firewall, patches and viruses.
- Providing operational support for existing and new desktop applications such as Microsoft operating systems and Office Suite, including monitoring the systems performance, diagnosing and solving problems and training staff in the use of the applications and procedures.
- Acting as an interface between suppliers/carriers/vendors and the organisation. May be involved in negotiation and administration of the organisation's outsourced contracts if required.
- Operating within predetermined budgets and ensuring they are achieved through the effective management of resources.
- Planning and forecasting equipment purchases and software development in relation to projected user requirements.
- Designing, building and maintaining the website and associated software and hardware systems.
- Ensuring organisation's ongoing systems capabilities in the event of unforeseen disasters such as sabotage, natural disasters and power outages.
- Managing Disaster Recovery plans, including implementing procedures, plans and security.

Key skills

- Thorough knowledge of WAN and LAN concepts, including detailed product knowledge.
- Strong technical knowledge of desktop/LAN hardware and software.
- Thorough knowledge of security policies and practices.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.

Internal contacts

All user Departments.

External contacts

Equipment suppliers, software suppliers and consultants.

Typical experience

5 - 7 years of IT experience, coupled with relevant tertiary qualifications.

Other comments

Role found within organisations with typically less than 25 screens.

Position Description

Position title:	**General Manager - Applications Services**
Position code:	**Aon.EXS.85001.6**
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

All Applications Services employees.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Establishing the organisation's overall applications strategy.
- Managing the organisation's IT applications operational and development expenditures within budget.
- Analysing business development requirements and evaluating external providers' proposals to determine their suitability.
- Overseeing the planning, sizing and scheduling of systems development projects.
- Overseeing the negotiation of the price, terms and conditions for the purchase and use of software and hardware.
- Developing and implementing risk management strategies for IT applications.
- 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.

Internal contacts

Internal Technology Providers, Project and Systems Managers.

External contacts

External Providers, Vendors and Software Consultants.

Typical experience

At least 10 years of general management experience, or experience in all aspects of IT applications services at a senior level. Will hold relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Applications Development Manager**
Position code:	**Aon.ITC.45359.5**
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 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.
- 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

Position Description

Position title:	**Principal Developer**
Position code:	**Aon.ITC.45066.5**
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:	**Aon.ITC.45359.4**
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:	**Aon.ITC.45066.4**
Level:	**4**

Responsible for

Designing, developing and maintaining applications software (may include J2EE or .NET). 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 - Service Line, Applications Development Team Leader.

Supervises

May mentor Developers.

Main activities

- 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.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key 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).
- May include advanced Java/J2EE or .NET architecture skills and the ability to transfer these to specific project deliverables, including eCommerce models.
- Knowledge in open source programming.
- 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 general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer.

Position Description

Position title:	**Developer**
Position code:	**Aon.ITC.45066.3**
Level:	**3**

Responsible for

Designing, developing and maintaining applications software.

(May include J2EE or .NET applications)

Report to

Project Team Leader, Senior Developer, 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, .NET, XML, ASP, COM/DCOM and/or SQL.
- Developed 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).
- Good skills in personal work organisation and time management.
- May include developed skills in the Java language, architecture and design standards
- May include in depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.

Internal contacts

User and User Groups, Development team members.

External contacts

Vendors of hardware & software.

Typical experience

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

Other comments

Alternative Title: Software Developer, Applications Developer.

Position Description

Position title:	**Associate Developer**
Position code:	**Aon.ITC.45066.2**
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 (may include Java or .NET).

Report to
Project Team Leader, Senior Developer, Applications Development Team Leader.

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, .NET, XML, ASP, COM/DCOM, Java and/or SQL.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 (may be utilizing JDBC or 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, 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:	**Aon.ITC.45066.1**
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, Applications Development Team Leader.

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 (may be utilizing JDBC interface).

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:	**Database Manager**
Position code:	**Aon.ITC.45013.5**
Level:	**5**

Responsible for

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

Report to

General Manager - Applications Services, General 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 data warehousing/business intelligence employees regarding issues associated with planned data growth/integration.
- Implementing and monitoring any security measures that affect 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 Windows Server, Unix, Linux etc.
- Strong communication skills - both written and verbal.

Internal contacts

Users, Business Analysts, IT Security, Data warehousing/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 Data warehousing/Business Intelligence employees.

Position Description

Position title:	**Senior Database Administrator**
Position code:	**Aon.ITC.45113.4**
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 Database Administrators.

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:	**Aon.ITC.45013.3**
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:	**Associate Database Administrator**
Position code:	**Aon.ITC.45013.2**
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:	**Aon.ITC.45053.4**
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/SQP, 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:	**Aon.ITC.45054.3**
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/SQP, 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:	**Principal Data Engineer**
Position code:	**Aon.ITC.45100.6**
Level:	**6**

Responsible for

Designing and implementing big data technologies through the application of high performance computing, large scale data integration and emerging analytical platform. Has significant input into technical direction of the data team and is involved in strategy decisions.

Report to

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

Supervises

Data Engineering teams

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.
- Leads the translation of visualisation designs into physical solutions using tools such as tableau, HTML, Java and DSJ3.
- Demonstrates innovation thought concrete application of technical skills to complex business problems (e.g) new data structures/storage to support advanced machine learning algorithms).
- Supervising the activities of a team of assigned data engineers, to provide effective analysis, design, programming and testing skills in the production of large data systems, or performing specialist roles in data research and technology.
- Supporting the internal quality and control requirements defined by company policy, possibly acting as a cost account manager.
- Lead complex initiatives and shape the teams agenda. Builds/develops team capability and talent.

Key skills

- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team.
- 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 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

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

Other comments

Position Description

Position title:	**Senior Data Engineer**
Position code:	**Aon.ITC.45100.5**
Level:	**5**

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:	**Aon.ITC.45100.4**
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 formal supervisory responsibilities.

Main activities

- Building and developing moderate volume/complexity data pipelines into a production environment
- Work with stakeholders to translate a business problem into data centric solutions that display the appropriate concerns required to meet functional, non-functional and commercial concerns (i.e. reliability, scalability, maintainability, cost to deliver, etc.).
- Decompose business problems into a set of testable hypotheses, identifying the likely data assets that would support this evaluation
- Interactively analyse and manipulates data using a variety of data analysis and data mining assets that would support this evaluation
- Translate visualisation designs into physicals solutions using tools such as Tabeleau, HTML, Java and DSJ3

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
- Well versed in the latest trends and techniques for building data pipelines for analytical/machine learning solutions.

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:	**Aon.ITC.45014.5**
Level:	**5**

Responsible for

Managing the strategic direction, development and operational implementation of Data warehousing/Business Intelligence (BI) applications that will deliver enhanced knowledge and business intelligence to the organisation.

Report to

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

Supervises

A team of Data warehousing/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 DBA's 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, Senior Database Manager

Position Description

Position title:	**Data Warehousing/BI Senior Consultant**
Position code:	**Aon.ITC.45014.4**
Level:	**4**

Responsible for

Providing specialist knowledge and high level technical support of end-to-end delivery corporate data warehousing/business intelligence projects.

Report to

Senior Database/Data warehousing Manager.

Supervises

May mentor Data warehousing Consultants.

Main activities

- Providing consultancy on the use of database software and database design.
- Maintaining and providing production support of corporate data warehousing 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 data warehousing/business intelligence systems.
- Utilising knowledge in one or more major relational database/data warehousing applications to resolve support issues.

Key skills

- Well versed in data warehousing 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 data warehousing principles.
- Excellent knowledge of several data warehousing 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 & Vendors.

Typical experience

At least 5-7 years technical experience with large scale commercial databases, including 2 years experience in data warehousing/business intelligence. Tertiary level qualifications in Computer Science or an associated discipline.

Other comments

Position Description

Position title:	**Data Warehousing/BI Consultant**
Position code:	**Aon.ITC.45014.3**
Level:	**3**

Responsible for

Providing specialist knowledge and technical support/maintenance of corporate data warehousing/business intelligence applications.

Report to

Senior Database/Data warehousing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing maintenance and production support of corporate data warehouse applications.
- Performing ad hoc technical support of a basic to intermediate nature associated with the organisation's data warehousing/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/data warehousing 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 data warehousing concepts and issues.
- Well developed skills in relational database (RDBMS) administration and associated database management.
- Good knowledge of one or more data warehousing 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 3-5 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:	**Aon.ITC.45200.6**
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 Scienctists

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:	**Aon.ITC.45200.5**
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. Academia and research organisations

Typical experience

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:	**Data Scientist**
Position code:	**Aon.ITC.45200.4**
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 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

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

At least 5 - 7 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:	**Junior Data Scientist**
Position code:	**Aon.ITC.45200.3**
Level:	**3**

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 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 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

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

At least 3 - 5 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:	**IT Senior Security Engineer**
Position code:	**Aon.ITC.45761.4**
Level:	**4**

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

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:	**Aon.ITC.45761.3**
Level:	**3**

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 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:	**Aon.ITC.45761.2**
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

- reate 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

- dvanced 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:	**DevOps Manager**
Position code:	**Aon.ITC.49192.5**
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

General Manager

Supervises

Senior DevOps Engineer, DevOps Engineer

Main activities

- Leading design efforts for the most secure and scalable environments that satisfy both operational and product needs in accordance with corporate guidelines. May be On-premise, hosted and/or Clouds.
- Leading efforts and processes for continuous deployment cycles and on-demand deployments.
- Understanding the complexity of escalated technical problems in order to properly allocateresources to developing and implementing solutions in the most cost effective manner.
- Leading cross-departmental projects and project teams from conception to completion.
- Leading benchmark and performance test efforts, analysis and action plans.
- Driving resolution of issues identified via application and systems monitoring.
- Resolving emergent service problems and building automated tools to identify/prevent problem recurrence.
- Communicating with key stakeholders on infrastructure, deployments details, etc.
- Leading efforts for project planning and budgetary processes.
- Providing skilled guidance and mentoring for code reviews and code review processes.
- Mentoring, guiding, and influencing other DevOps and Software Engineers.
- Developing and co-ordinating the team rosters to ensure the availability of required resourcesand ensure that employee productivity is enhanced.

Key skills

- Communication skills
- Supervisory and management skills.
- Advanced skills in a programming language, proficient in managing infrastructure as code.
- 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

DevOps Team, Users, Applications and Systems Team.

External contacts

Typical experience

10+ years in software development, with at least 5 years DevOps or Operations related field, coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Position Description

Position title:	**Principal DevOps Engineer**
Position code:	**Aon.ITC.49191.5**
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

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. May be On-premise, hosted and/or Clouds.
- 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:	**Aon.ITC.49191.4**
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 DevOps Engineer, Technical Lead DevOps.

Supervises

No supervisory responsibilities.

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. May be On-premise, hosted and/or Clouds.
- 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:	**Aon.ITC.49191.3**
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

No supervisory responsibilities.

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. May be On-premise, hosted and/or Clouds.
- 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:	**Head of UI Engineering**
Position code:	**Aon.ITC.45074.6**
Level:	**6**

Responsible for

Deploying human centred design principles in the development of products, services, and internal processes.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

UI/Human Factors Designers

Main activities

- Manages the activities related to providing usability support to product teams, develops methodologies and procedures used in the testing, analysis and investigation of applications/systems, as well as graphical, web, multimedia, voice response, and conversational user interfaces.
- Ensures products meet high standards of usability and design excellence.
- Determines specifications for user interfaces and internal structures for products in development.
- Works cross-functionally to evaluate, design, build, and test the product enhancements requested by others.
- Considers user profiles and customer requirements with emphasis on human error control, visual interaction, and physical manipulation.
- Plans and implements the standards for design concept and implementation.
- May evaluate technologies against industry standards and ensure compliance with applicable regulations.
- Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

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, Obective-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

10+ years experience in development/programming role. Degree in Computer Science, plus interest or experience in Visual Design.

Other comments

Position Description

Position title:	**User Interface Manager**
Position code:	**Aon.ITC.45074.5**
Level:	**5**

Responsible for

Deploying human centred design principles in the development of products, services, and internal processes.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

UI/Human Factors Designers

Main activities

- Manages the activities related to providing usability support to product teams, develops methodologies and procedures used in the testing, analysis and investigation of applications/systems, as well as graphical, web, multimedia, voice response, and conversational user interfaces.
- Ensures products meet high standards of usability and design excellence.
- Determines specifications for user interfaces and internal structures for products in development.
- Works cross-functionally to evaluate, design, build, and test the product enhancements requested by others.
- Considers user profiles and customer requirements with emphasis on human error control, visual interaction, and physical manipulation.
- Plans and implements the standards for design concept and implementation.
- May evaluate technologies against industry standards and ensure compliance with applicable regulations.
- Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

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, Obective-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

Users

Typical experience

5+ years experience in development/programming role. Degree in Computer Science, plus interest or experience in Visual Design.

Other comments

Position Description

Position title:	**Senior User Interface Developer**
Position code:	**Aon.ITC.45074.4**
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, Obective-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

None

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/wire frames 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.

Position Description

Position title:	**User Interface Developer**
Position code:	**Aon.ITC.45074.3**
Level:	**3**

Responsible for

Deploying human centered design principals into the development of operable websites, mobile applications, products, services, 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, Obective-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

None

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/wire frames 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.

Position Description

Position title:	**Website Administrator**
Position code:	**Aon.ITC.45034.3**
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

No supervisory responsibilities.

Main activities

- Designing and developing processes needed for customising the site.
- 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.
- Providing escalated support to the 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

This position is increasingly automated due to the development of web management software packages.

Position Description

Position title:	**Principal Machine Learning Engineer**
Position code:	**Aon.ITC.70005.5**
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:	**Aon.ITC.70005.4**
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 visualise, 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 assits 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: AI Engineer - This position is specific to Machine Learning Engineer for more process automation roles please match to Senior Machine Learning Engineer - Aon.ITC.70005.4

Position Description

Position title:	**Machine Learning Engineer**
Position code:	**Aon.ITC.70005.3**
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 visualise, 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 Machine Learning Engineer - Aon.ITC.70005.3

Position Description

Position title:	**Senior Robotic Process Automation Engineer**
Position code:	**Aon.ITC.70004.4**
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 - Aon.ITC.70005.4

Position Description

Position title:	**Robotic Process Automation Engineer**
Position code:	**Aon.ITC.70004.3**
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 - Aon.ITC.70005.3

Position Description

Position title:	**PeopleSoft Team Leader**
Position code:	**Aon.ITC.45137.4**
Level:	**4**

Responsible for

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

Report to

General Manager - Applications Services.

Supervises

Senior Peoplesoft Developers, Peoplesoft Developers, Associate Peoplesoft 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 Peoplesoft development.
- Seeking out future business needs for Peoplesoft applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and development against time frames and budget.
- Overseeing the administration and efforts and standards of all Peoplesoft 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 at least one module of Peoplesoft and demonstrated proficiency in a Peoplesoft environment.
- May specialise in one or two modules, and become known as a technical expert in a particular area.

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 of general IT experience coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title:	**Senior PeopleSoft Developer**
Position code:	**Aon.ITC.45037.4**
Level:	**4**

Responsible for

Developing and maintaining PeopleSoft 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

PeopleSoft Project Manager, Division Service Manager.

Supervises

May mentor PeopleSoft Developers.

Main activities

- Leading development project teams, including planning, control and reporting progress.
- Designing, coding, testing and installing PeopleSoft applications programs; approximately one third of time will be spent writing code.
- Developing operating and system documentation.
- Working with users to evaluate computer applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames.
- Achieving necessary design and systems security standards.

Key skills

- Advanced skills in at least one module of PeopleSoft and demonstrated proficiency in a PeopleSoft environment.
- May specialise in one or two modules, and become known as a technical expert in a particular area.
- Needs good skills in time and resource management, together with an ability to understand the essential needs of Users and meet these in well-designed programs.
- Should have some experience in staff management.

Internal contacts

Development Specialists, Field Service and Technical Support staff, Product Managers.

External contacts

Distributors and Sub-Contractors, Customers at Operational and Management levels.

Typical experience

At least 5 - 8 years in Functional Analysis, Applications Design and Programming with a minimum of 4 of these years in a large scale, leading edge environment.

Other comments

Position Description

Position title:	**Associate PeopleSoft Developer**
Position code:	**Aon.ITC.45037.2**
Level:	**2**

Responsible for

Converting PeopleSoft applications specifications into operable programs.

Report to

PeopleSoft Project Manager, Division Service 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 one module of PeopleSoft 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 environment, including at least 1 year PeopleSoft experience.

Other comments

Position Description

Position title:	**IT Quality Manager**
Position code:	**Aon.ITC.45043.5**
Level:	**5**

Responsible for

Overseeing the execution of Quality Assurance processes and procedures and also ensuring the organisation is adhering to standards, procedures and methodologies to achieve high quality systems development.

Report to

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

Supervises

IT Quality Assurance Analysts.

Main activities

- Facilitating process re-engineering and management, processing documentation through systems, documenting standards and reviewing and approving processes.
- Establishing quality specifications and standards for Quality Assurance reviews of changes to IT facilities, including applications and system software environments, networking, etc.
- Monitoring 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.
- Leading the development of testing methods and standards, and ensuring that appropriate testing takes place.

Key skills

- Expert in various development methodologies.
- Analysis and problem identification skills.
- Highly developed interpersonal skills.
- Excellent programming skills

Internal contacts

User Groups, Applications and Systems Team.

External contacts

Quality Groups, Vendors.

Typical experience

At least 8 years of experience in Systems Development and Quality Control.

Other comments

Alternative Titles: Software Quality Assurance Manager

Position Description

Position title:	**Senior IT Quality Assurance Analyst**
Position code:	**Aon.ITC.45043.4**
Level:	**4**

Responsible for

Ensuring high quality systems development by developing, implementing and executing Quality Assurance processes and procedures. Ensuring adherence to standards, procedures and methodologies.

Report to

IT Quality Manager.

Supervises

May mentor IT Quality Assurance Analysts.

Main activities

- Coordinating and carrying out routine Quality Assurance reviews of changes to IT 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.
- Strong documentation skills.
- Good interpersonal and leadership skills.
- Programming skills

Internal contacts

User Groups, Applications Development, Business Analysts.

External contacts

Quality Groups, Vendors.

Typical experience

At least 6-8 years of relevant commercial experience coupled with tertiary qualifications in Business, Technology or a related discipline.

Other comments

Alternative Titles: Senior Software Quality Assurance Engineer

Position Description

Position title:	**IT Quality Assurance Analyst**
Position code:	**Aon.ITC.45043.3**
Level:	**3**

Responsible for

Contributing to high quality systems development via the execution of Quality Assurance processes and procedures and also ensuring the organisation is adhering to standards, procedures and methodologies.

Report to

IT 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 IT 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 throughout the entire development process.

Key skills

- Ability to follow a development methodology.
- Strong documentation skills.
- Good interpersonal skills.
- Programming skills

Internal contacts

User Groups, Applications and Systems Team.

External contacts

Quality Groups, Vendors.

Typical experience

At least 2-5 years experience coupled with tertiary qualifications in Business, Technology or a related discipline.

Other comments

Alternate Titles: Software Quality Assurance Engineer

Position Description

Position title:	**SAP Application Specialist**
Position code:	**Aon.ITC.45045.3**
Level:	**3**

Responsible for

Ensuring that SAP and/or complimentary applications are maximised to meet common business requirements and that the quality of the application system is maintained at the highest possible level.

Report to

SAP Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing application expertise for specific SAP applications and/or complimentary applications.
- Specifying interface requirements between SAP and complimentary applications.
- Specifying application configuration settings, enhancements, and/or extensions to meet business requirements.
- Assessing business requirements to identify the most effective way in which an application can be used to support the requirement.
- Collaborating with SAP Consultants in the establishment and specification of the inter-relationships between business processes.
- Preparing or refining test scripts to reflect enhancements and interface requirements.
- Conducting application-level tests to ensure that the application and interfaces behave as specified.
- Providing the necessary input in cases where enhancements require a change to user-system interaction.
- Participating and providing assistance in end-to-end process integration tests.

Key skills

- Good knowledge of SAP applications.
- Strong achievement focus.
- Process analysis skills.
- Business object or data modelling skills.
- Excellent communication skills.
- Demonstrated ability to translate complex concepts into simple models that can be readily understood by other team members.

Internal contacts

Business Analysts, team members.

External contacts

Typical experience

Tertiary level qualifications coupled with at least 3-5 years commercial IT experience. Experienced in one or more SAP module or complimentary application.

Other comments

Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**Associate SAP Developer**
Position code:	**Aon.ITC.45050.2**
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 Principal Software Design Engineer**
Position code:	**Aon.ITC.45055.6**
Level:	**6**

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

Software 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 quality (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

Ten plus years experience in software development, preferably with experience in systems engineering. Tertiary qualifications in computer science, IT or electrical engineering (computer science major).

Other comments

Alternative Title: Senior Principal Software Engineer.

Position Description

Position title:	**Principal Software Design Engineer**
Position code:	**Aon.ITC.45055.5**
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

Software 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

Eight plus 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 Software Design Engineer**
Position code:	**Aon.ITC.45055.4**
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 Software 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: Senior Software Engineer.

Position Description

Position title:	**Software Design Engineer**
Position code:	**Aon.ITC.45055.3**
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 Software 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 require, 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.
- Strong analytical and problem solving skills

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

Alternate Title: Advanced Software Engineer.

Position Description

Position title:	**Associate Software Design Engineer**
Position code:	**Aon.ITC.45055.2**
Level:	**2**

Responsible for

Applying effective analysis, design, programming and testing skills to the production of software systems.

Report to

Principal Software 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

Alternate Title: Software Engineer.

Position Description

Position title:	**Graduate Software Design Engineer**
Position code:	**Aon.ITC.45055.1**
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:	**Systems Analysis Manager**
Position code:	**Aon.ITC.45170.5**
Level:	**5**

Responsible for

Managing a team of systems analysts to analyse and specify applications systems requirements and design.

Report to

Program Manager, General Manager - Applications Services, General Manager - Architectural Services..

Supervises

Senior Systems Analysts and Systems Analysts.

Main activities

- Overseeing the definition of application requirements and specification of an optimum design for subsequent development.
- Advising on suitability of software packages, analysing systems and data.
- Delegating and ensuring completion of analytical assignments, particularly in areas of difficulty or critical need.
- Ensuring adherence to necessary design and systems security standards by systems analysts.
- Providing training, assistance and guidance to team and meeting standard people management responsibilities.

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.
- Good understanding of the current IT systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis. The latter is usually based on specific industry knowledge.
- Sound people management skills and experience.

Internal contacts

User groups at a senior level, Network Architects, Business Analysts, Project Managers, Analyst Programmers.

External contacts

Suppliers of hardware and software.

Typical experience

10+ experience in software development, with at least 5 years in systems specification and design, coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Position Description

Position title:	**Senior Systems Analyst**
Position code:	**Aon.ITC.45170.4**
Level:	**4**

Responsible for

Analysing and specifying applications systems requirements and design. In this senior role activities will relate to the more advanced or costly assignments.

Report to

Project Manager, Systems Analysis Manager.

Supervises

May mentor more junior Systems Analysts.

Main activities

- Working with users and other Architects, particularly on larger projects, to define the requirements of an application and specify an optimum design for subsequent development.
- Interfacing with end-users and all levels of management to translate business requirements into appropriate IT related specifications (functional specifications).
- Selecting suitable software packages, analysing systems and data.
- Performing analytical assignments as required by IT management, particularly in areas of difficulty, critical need.
- 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.
- Assigning and reviewing the work of more junior members in the department.

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.
- Good understanding of the current IT systems environment and development paths.
- 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, Network Architects, Business Analysts, Project Managers, Analyst Programmers.

External contacts

Suppliers of Hardware and Software.

Typical experience

8+ years experience in software development, with at least 5 years in systems specification and design, coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Alternative Title: Senior Systems Architect. 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:	**Systems Analyst**
Position code:	**Aon.ITC.45070.3**
Level:	**3**

Responsible for

Analysing and specifying applications systems requirements and design.

Report to

Project Manager, Systems Analysis 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.
- Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems into production).

Internal contacts

User Groups at a senior level.

External contacts

Suppliers of Hardware and Software.

Typical experience

5-7 years of experience in software development and programming, with at least 2 years in systems specification and design.

Other comments

Position Description

Position title:	**Senior Technical Writer**
Position code:	**Aon.ITC.45042.4**
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

Quality Manager, 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:	**Aon.ITC.45061.3**
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

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Editing contributions of Subject Matter Experts to produce unified, consistent support documents.
- Analysing program outlines and computer codes and liaising with Subject Matter Experts 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

- Sound Desktop Publishing skills.
- Specialist knowledge of technical area.
- Strong written communications skills - ability to write in an easily understandable manner.

Internal contacts

Users, Applications Programmers.

External contacts

Limited external contacts.

Typical experience

At least 3-5 years of commercial technical writing experience coupled with relevant tertiary qualifications and/or a working knowledge of systems.

Other comments

Position Description

Position title:	**Head of Testing**
Position code:	**Aon.ITC.45062.6**
Level:	**6**

Responsible for

Managing multiple testing teams to ensure effective use of testing resources, optimisation 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:	**Aon.ITC.45062.5**
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, Head of Testing

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.
- Relationship management skills.

Internal contacts

Project Managers/Leaders, Users, Applications and Systems Teams.

External contacts

Vendors, Outsourcers, Suppliers.

Typical experience

10+ years commercial IT experience, with at least 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:	**Aon.ITC.45071.4**
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

7+ years 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 Test Analyst**
Position code:	**Aon.ITC.45071.3**
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:	**Aon.ITC.45071.2**
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 nil.

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:	**Senior Automation Test Analyst**
Position code:	**Aon.ITC.45512.4**
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

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:	**Aon.ITC.45512.3**
Level:	**3**

Responsible for

Participating in the test automation tool selection process. Developing and integrating automated test suites.

Report to

Senior Automation Test Analyst, 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 Business Solutions Architect**
Position code:	**Aon.ITC.45459.5**
Level:	**5**

Responsible for

Working with the relevant business units to maximise the value they are able to derive from the services provided by the enterprise. This includes aligning business unit and technology strategies, advocating for the business unit in the context of the Enterprise Architecture and undertaking early solution shaping with the business unit.

Report to

General Manager - Architectural Services.

Supervises

May supervise more junior Business Solutions Architects.

Main activities

- Consulting with and advising the business unit in relation to evaluating business opportunities and developing commercial technical solutions to business initiatives.
- Advocating for the business unit within technology, communicating business unit strategies and priorities to help promote alignment between technology and business strategy.
- Shaping commercial technical solutions for business initiatives during the idea and concept phases and providing input and guidance to business case submissions.
- Ensuring the overall portfolio of IT services is designed and implemented in ways that deliver value for the business unit, both in the short term and over the longer term.
- Adopting a systems perspective, assessing and balancing vast amounts of diverse information on the varied systems and sub-systems that comprise and affect the working environment.

Key skills

- Deep understanding of both business and IT context and processes.
- Strong analytical and conceptual thinking abilities.
- Strong relationship building and influencing skills.

Internal contacts

External contacts

Typical experience

5-7 years experience and relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Business Solutions Architect**
Position code:	**Aon.ITC.45159.4**
Level:	**4**

Responsible for

Working with the relevant business units to maximise the value they are able to derive from the services provided by the enterprise. This includes aligning business unit and technology strategies, advocating for the business unit in the context of the Enterprise Architecture and undertaking early solution shaping with the business unit.

Report to

General Manager - Architecture Services.

Supervises

No formal supervisory responsibilities

Main activities

- Consulting with and advising the business unit in relation to evaluating business opportunities and developing commercial technical solutions to business initiatives.
- Advocating for the business unit within technology, communicating business unit strategies and priorities to help promote alignment between technology and business strategy.
- Shaping commercial technical solutions for business initiatives during the idea and concept phases and providing input and guidance to business case submissions.
- Ensure actively the overall portfolio of IT services is designed and implemented in ways that deliver value for the business unit, both in the short term and over the longer term.
- Adopting a systems perspective, assessing and balancing vast amounts of diverse information on the varied systems and sub-systems that comprise and affect the working environment.

Key skills

- Deep understanding of both business and IT context and processes.
- Strong analytical and conceptual thinking abilities.
- Strong relationship building and influencing skills.

Internal contacts

External contacts

Typical experience

3-5 years experience and relevant tertiary qualifications

Other comments

Position Description

Position title:	**Data Warehousing/BI Architect**
Position code:	**Aon.ITC.45024.4**
Level:	**4**

Responsible for

Developing analytical data solutions to meet business requirements, ensuring adherence to the organisation's data warehousing/business intelligence strategy.

Report to

May report to General Manager - Architectural Services or Data warehousing/BI Manager depending on organisational structure.

Supervises

No formal supervisory responsibilities.

Main activities

- Develop and design both conceptual and logical data models to meet business requirements.
- Provide consulting and advice to projects during the analysis and design phases to ensure alignment to IT strategy and architecture standards and guidelines.
- Providing input and guidance to the development of design standards.
- Adopting a systems perspective, assessing and balancing vast amounts of diverse information on the varied systems and sub-systems that comprise and affect the working environment.
- Understand target architecture and advise on transition from current to desired state.

Key skills

- Deep understanding of both business and IT context and processes.
- Strong analytical and conceptual thinking abilities.
- Relationship building and influencing skills.

Internal contacts

External contacts

Typical experience

At least 2 years general architecture experience or 3-5 years experience in data warehousing/BI, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Senior Enterprise Architect**
Position code:	**Aon.ITC.45159.5**
Level:	**5**

Responsible for

Supporting and maintaining architectural direction, standards, road maps, 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:	**Aon.ITC.45459.4**
Level:	**4**

Responsible for

Supporting and maintaining architectural direction, standards, road maps, patterns and methodologies for all technology. This includes supporting 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

No formal supervisory responsibilities.

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

5-7 years experience plus relevant tertiary qualifications.

Other comments

Position Description

Position title:	**General Manager - Architectural Services**
Position code:	**Aon.EXS.85006.6**
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 IT architecture employees.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Establishing the organisation's overall architecture road map and strategy.
- Defining a vision or 'blueprint' for the IT architecture and the steps required to achieve the vision.
- Communicating global architectural standards to executive management and all IT staff.
- Maintaining awareness of current industry trends.
- Managing expenditures within budget.
- Providing leadership and direction to all architecture employees, ensuring the most efficient use of their skills and abilities.

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.

Internal contacts

Other IT Managers, General Manager IT Business Management & Planning, IT Architecture Specialists.

External contacts

IT Contractors and Vendors.

Typical experience

At least 10 years general management experience, or experience in all aspects of IT architecture at a senior level. Will hold relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Principal IT Architect**
Position code:	**Aon.ITC.45060.6**
Level:	**6**

Responsible for

Developing and maintaining the high level design plan ('road map') for the overall enterprise architecture (incorporating both infrastructure and applications). Initiating projects which evaluate technologies and methodologies.

Report to

Chief Information Officer (CIO), General Manager - Architectural Services.

Supervises

Typically an autonomous, standalone position. May mentor IT Architects.

Main activities

- Reviewing new and existing Information Technology projects to ensure compliance and integration with enterprise architecture by developing, documenting, and communicating strategies and standards.
- Providing advanced technical consulting in multi platform IT environments.
- Performing advanced assignments as required, particularly in areas of difficulty, complexity or critical need.
- Identifying and investigating opportunities to utilise and integrate emerging technologies to provide cost effective, flexible solutions.
- Maintaining up to date knowledge of the organisation's strategic business plans and possible impacts on enterprise architecture.
- 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, complex projects, to define the requirements of an application and specifying an optimum design for subsequent development.
- Documenting the strategic direction for business systems planning and architectures, ICT infrastructure, voice and data network planning and architecture.

Key skills

- Expert strategic planning, research and development, and project management skills.
- Demonstrated experience in identifying, researching, evaluating and recommending new and emerging technologies.
- Expert skills and considerable experience in one or more of the major programming languages, and in the evaluation of infrastructure 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, Senior IT Management.

External contacts

Vendors/Suppliers of Hardware and Software.

Typical experience

At least 10-15 years of experience in commercial Information Technology coupled with tertiary qualifications in Information Technology or a related discipline. Has been a member of a project delivery team that has successfully delivered major business solutions into production/implementation.

Other comments

Respected as the top technical authority or 'guru' within the organisation.

Position Description

Position title:	**Senior Infrastructure Architect**
Position code:	**Aon.ITC.45121.5**
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.
- 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.

Other comments

Position Description

Position title:	**Infrastructure Architect**
Position code:	**Aon.ITC.45021.4**
Level:	**4**

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.
- 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.
- Providing technical planning advice to business units in relation to their needs, including up front analysis of needs and hardware/software recommendations.

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.

Other comments

Position Description

Position title:	**Senior IT Security Architect**
Position code:	**Aon.ITC.45128.5**
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

At least 7-10 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:	**IT Security Architect**
Position code:	**Aon.ITC.45128.4**
Level:	**4**

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

No supervisory responsibilities.

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

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

Position Description

Position title:	**Senior Solution Architect**
Position code:	**Aon.ITC.45259.5**
Level:	**5**

Responsible for

Ensuring the successful implementation of technology solutions within projects/programs by developing agreed solution architectures aligned to enterprise-wide architectures and standards.

Report to

General Manager - Architectural Services, Project Manager.

Supervises

May supervise technical team on project including Solution Architects.

Main activities

- Leading and driving the definition of the overall architecture for the "IT Solution" in a project/program, in a way that complies with and advances overall enterprise architecture.
- Ensuring that overall architecture is agreed and endorsed by all stakeholders and identifies and evaluates possible solution options.
- Identifying opportunities and ensuring fit to enterprise architecture and standards, and managing any architecture issues/exemptions required.
- Ensuring the architecture is implemented in accordance to design over entire life cycle of project/program, and managing changes to design by ensuring stakeholders are informed and in agreement to any changes.
- Developing a broader awareness of enterprise and domain architecture and technology strategy and direction amongst project/program team members.
- Being responsible for the traceability of solutions against project/program objectives and requirements.

Key skills

- Experience across the software development life-cycle, including high-level estimation and business case development.
- Proven experience in the application of technology solutions to business problems in large, multinational organisations.
- Strong awareness and understanding of hardware, networks, software technologies and applications.
- Knowledge and understanding of industry trends and technology.
- Development and deployment experience on more than one platform.
- Exposure to multiple development methodologies.
- Experience with both packaged and custom build software.
- Demonstrated ability to establish good working relationships at project level and with Enterprise Architects.

Internal contacts

Project Managers, Development & Support Managers, Solution, Business Analysts, Applications Specialists, Analyst Programmers, Business Technology Partners, Business subject matter experts.

External contacts

Business Solutions Consultants, Technology Service providers/vendors.

Typical experience

10+ years experience within Technology industry plus relevant tertiary qualifications

Other comments

Position Description

Position title:	**Solution Architect**
Position code:	**Aon.ITC.45259.4**
Level:	**4**

Responsible for

Ensuring that solutions are aligned with the agreed solution architectures, and acting as a bridge between the development team and the architects.

Report to

General Manager - Architectural Services, Project Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Providing specialist advice to the business regarding issues in the application of technology to enhance business performance.
- Working with business analysts in defining business requirements, and work with the development and support managers to develop detailed system design, in line with the solutions architectures.
- Undertaking detailed design work, ensuring designs are prepared in accordance with standards and guidelines, and developing high-level and functional design documents.
- Ensuring that developed or modified application components align with the business and solution architecture and meet solution performance goals.
- Identifying and resolving cross-capability, cross-release issues that impact the business architecture integrity.
- Undertaking problem diagnosis and analyse and design production fixes and minor enhancements.
- Collaborating with project managers and developers with scoping of projects, ensuring that they are scoped in accordance with architectural objectives and principles.
- Engaging with programmers to solve design problems and provide corresponding solution specifications; ensuring adequate collaboration occurs where programmers service the same customer.
- Contributing to the maintenance of a central knowledge repository for design models, development standards, tips and techniques for tools, building components, test plans, test scripts and project deliverables.

Key skills

- Experience across the software development life-cycle, including high-level estimation and business case development.
- Systems integration experience in complex legacy environments involving mainframe transaction processing, web delivery, message integration and data warehousing components.
- Development and deployment experience on more than one platform.
- Exposure to multiple development methodologies.
- Experience with both packaged and custom build software.
- Superior design and architecture skills.

Internal contacts

Project Managers, Applications and Security specialists, Developers/Programmers, Project Managers, Business Technology Partners, Business Analysts.

External contacts

Technology Service providers/vendors.

Typical experience

7-10 years experience within Technology industry plus relevant tertiary qualifications.

Other comments

Position Description

Position title:	**General Manager - IT Services/Infrastructure**
Position code:	**Aon.EXS.85011.6**
Level:	**6**

Responsible for

Delivering high quality, innovative, cost effective technology infrastructure strategies in support of the corporate business and technology architectures.

Report to

Chief Information Officer.

Supervises

All IT Services/Infrastructure and IT Support employees.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Managing the infrastructure and IT Support groups to ensure effective partnering with business units to deliver business integration solutions in support of the organisation's IT strategy.
- Managing the organisation's IT services/infrastructure operation and development expenditures within budget.
- Providing guidance and advice to Business & 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.
- Overseeing the promotion of technology awareness and competence throughout the organisation in an active manner.
- Providing leadership and direction to all IT services and infrastructure employees, ensuring the most efficient use of their skills and abilities.

Key skills

- Understanding of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
- 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.

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 10 years of general management experience, or experience in all aspects of IT infrastructure/services at a senior level. Will hold relevant tertiary qualifications.

Other comments

Alternative titles: Head of IT (RIN)

Position Description

Position title:	**IT Operations Manager**
Position code:	**Aon.ITC.45025.6**
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

General Manager - IT Services/Infrastructure, IT Manager - Region/Division in larger sites. Potentially directly to CIO 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. May hold professional qualifications such as MCP, MCSE, CCNA.

Other comments

This position is predominantly focused on day-to-day/operational issues. Please refer to General Manager - IT Services/Infrastructure if your position has a predominantly strategic focus.

Position Description

Position title:	**Senior Microsoft Systems Specialist**
Position code:	**Aon.ITC.45033.4**
Level:	**4**

Responsible for

Providing expert services in relation to implementing, managing, operating and supporting the Microsoft servers across the organisation.

Report to

Network Engineering Manager, Project Team Leader - Infrastructure, Engineering Team Leader.

Supervises

May mentor more junior Microsoft Systems Specialists.

Main activities

- Assessing existing infrastructure and developing Microsoft server strategies and standards.
- Establishing a standard, stable and robust Microsoft Server environment.
- Building Microsoft server and workstation standard operating environment (SOE) and integrating applications into the Microsoft environment.
- Undertaking problem diagnoses, correction and escalated support of Microsoft technologies across the organisation.
- Participating in server upgrades (hardware and software) and other general maintenance tasks.
- Monitoring new releases and patches to Operating Systems, Network Operating Systems, Applications and making recommendations on implementation and testing strategies.
- Setting up and maintaining an effective testing environment and test changes to production servers in a controlled environment;
- Implementing, evaluating and assisting in the design of end-to-end network security solutions including firewalls and remote access authentication systems.
- Develop policies procedures and other documentation required to support the Microsoft Server environment

Key skills

- Strong knowledge of SQL Server, IIS, Active Directory and other key Microsoft server technologies
- A strong understanding of network protocols particularly TCP/IP and exposure to Wide Area Networks
- Demonstrated experience in the planning, implementation, management, configuration and maintenance of Microsoft Servers and associated server technologies.
- Microsoft Systems/desktop administration/management skills.
- Solid understanding of Microsoft back office products, particularly SMS.
- Solid experience in writing policies and procedures and other support documentation.
- Good oral and written communication skills.
- Knowledge of basic SQL Server administration.
- Strong customer service focus.
- Working knowledge of scripting languages.

Internal contacts

Users, Applications and Systems Programmers.

External contacts

Systems Suppliers, Consultants and Contractors.

Typical experience

At least 5-7 years of experience in Microsoft systems administration coupled with relevant professional qualifications (typically MCSE).

Other comments

Position Description

Position title:	**Microsoft Systems Specialist**
Position code:	**Aon.ITC.45133.3**
Level:	**3**

Responsible for

Providing specialist services in relation to implementing, managing, operating and supporting the Microsoft servers across the organisation.

Report to

Network Engineering Manager, Project Team Leader - Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Implementing Microsoft server strategies and standards.
- Implementing a standard, stable and robust Microsoft Server environment.
- Building Microsoft server and workstation standard operating environment (SOE) and integrating applications into the Microsoft environment.
- Undertaking problem diagnoses, correction and escalated support of Microsoft technologies across the organisation.
- Participating in server upgrades (hardware and software) and other general maintenance tasks.
- Monitoring new releases and patches to Operating Systems, Network Operating Systems, Applications and making recommendations on implementation and testing strategies.
- Maintaining an effective testing environment and test changes to production servers in a controlled environment;
- Implementing, evaluating and assisting in the design of end-to-end network security solutions including firewalls and remote access authentication systems.
- Develop policies procedures and other documentation required to support the Microsoft Server environment

Key skills

- Sound knowledge of SQL Server, IIS, Active Directory and other key Microsoft server technologies
- A strong understanding of network protocols particularly TCP/IP and exposure to Wide Area Networks
- Experience in the planning, implementation, management, configuration and maintenance of Microsoft Servers and associated server technologies.
- Microsoft Systems/desktop administration/management skills.
- Sound understanding of Microsoft back office products, particularly SMS.
- Experience in writing policies and procedures and other support documentation.
- Good oral and written communication skills.
- Knowledge of basic SQL Server administration.
- Strong customer service focus.
- Working knowledge of scripting languages.

Internal contacts

Users, Applications and Systems Programmers.

External contacts

Systems Suppliers, Consultants and Contractors.

Typical experience

At least 3-5 years of experience in Microsoft systems administration coupled with relevant professional qualifications (typically MCSE).

Other comments

Position Description

Position title:	**IT Network Engineering Manager**
Position code:	**Aon.ITC.45069.5**
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

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

Supervises

A team of (data & 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 roll outs.
- 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 help desk 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.
- Experience with Cisco, Nortel and/or other similar networks.

Internal contacts

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

External contacts

IT Vendors & Suppliers.

Typical experience

At least 8-10 years of experience in IT, with at least 5 years of experience concentrating on infrastructure/networking

management, coupled with tertiary level qualifications in Computer Science, Technology, Electrical Engineering or a related discipline. May hold professional technical certifications such as an MSCE, CCNA or equivalent.

Other comments

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

Position Description

Position title:	**Senior IT Network Engineer**
Position code:	**Aon.ITC.45069.4**
Level:	**4**

Responsible for

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

Report to

IT Network Engineering Manager.

Supervises

May act as a technical mentor to less experienced IT 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 (SLA's) 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:	**IT Network Engineer**
Position code:	**Aon.ITC.45069.3**
Level:	**3**

Responsible for

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

Report to

IT Network Engineering Manager, 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 (SLA's) 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:	**Associate IT Network Engineer**
Position code:	**Aon.ITC.45069.2**
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

IT Network Engineering Manager, 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 help desk 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/Help desk 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:	**SAP Principal Basis Administrator**
Position code:	**Aon.ITC.45046.5**
Level:	**5**

Responsible for

Providing expert guidance in designing, establishing and maintaining SAP BASIS environments, systems, processes and procedures to maintain operational effectiveness. Typically engaged in significant scale projects.

Report to

SAP Basis Manager. SAP Project Manager.

Supervises

May act as a technical mentor of less experienced SAP Basis Administrators.

Main activities

- Designing and 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 a top escalation point for SAP Basis faults and customer requests.
- Providing guidance in SAP Basis project work as a senior technical specialist.

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.
- Expert 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 at least 8-10 years commercial experience incorporating all aspects of SAP Basis.

Other comments

Alternative title: SAP Basis Consultant

Position Description

Position title:	**SAP Basis Administration Team Leader**
Position code:	**Aon.ITC.45046.4**
Level:	**4**

Responsible for

Leading a team of SAP focused employees to provide effective and efficient SAP Basis support services for SAP environments.

Report to

SAP Project Manager, General Manager - IT Services/Infrastructure.

Supervises

Managing a small team of SAP Basis professionals.

Main activities

- Managing SAP Basis and SAP databases.
- Coordinating the day-to-day execution of technical support/administration activities for SAP environments through full life cycle.
- Managing resources and assigning appropriate skills within team based on planned work.
- Ensuring the ongoing proactive maintenance of the SAP environment, including proactive problem diagnosis and resolution.
- Ensuring that all SAP environments are monitored and measured against effective performance criteria.
- Ensuring that standardised methods and procedures are adhered to and used for efficient and prompt handling of all changes and day to day operations.
- Validating and planning tasks, including analysis of duration, dependence, impact, timing, prioritisation and sequencing.
- Communicating effectively with SAP users to ensure they are aware of the status of all issues – conducting appropriate 'post-mortem' of incidents.
- Analysing and monitoring deviations from service levels and determining improvements.
- Developing and maintaining excellent working relationships with Functional Consultants and SAP users. Acting as an escalation point for SAP Basis faults and customer requests.

Key skills

- Skills managing a small team of IT professionals.
- Resource planning and relationship management skills.
- Experience with the tools required to support project management, resource management and effective communication.
- Knowledge of all technical aspects of SAP technologies, in particular SAP Basis, and the environment in which these technologies operate.
- Strong analytical, troubleshooting and problem solving 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 at least 6 - 8 years commercial experience in corporate IT, with significant SAP Basis experience. Has been heavily involved in the technical implementation and support of a large SAP configuration.

Other comments

Position Description

Position title:	**SAP Senior Basis Administrator**
Position code:	**Aon.ITC.45146.4**
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:	**Aon.ITC.45046.3**
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.
- Responding to 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:	**Senior Systems Administrator**
Position code:	**Aon.ITC.45169.4**
Level:	**4**

Responsible for

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

Report to

General Manager - IT Services/Infrastructure, Group Manager, Program Manager, Systems Administration Team Leader.

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 & 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:	**Aon.ITC.45169.3**
Level:	**3**

Responsible for

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

Report to

General 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 & 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:	**Aon.ITC.45169.2**
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 Programming Manager**
Position code:	**Aon.ITC.45060.5**
Level:	**5**

Responsible for

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

Report to

General 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 UNIX/Windows/Windows Server 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 performance and standards.
- An understanding of systems integration middle-ware.

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:	**Senior Systems Programmer**
Position code:	**Aon.ITC.45060.4**
Level:	**4**

Responsible for

Planning computing capacities and supporting operating systems.

Report to

Systems Programming Manager.

Supervises

May mentor Systems Programmers.

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 Programmer.

Position Description

Position title:	**Technical Consultant**
Position code:	**Aon.ITC.45160.4**
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 7 years of broad experience in IT.

Other comments

Alternative Title: Senior Technical Specialist.

Position Description

Position title:	**Systems Programmer**
Position code:	**Aon.ITC.45060.3**
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 middle-ware.

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:	**Technical Specialist - Systems Programming (Mainframe)**
Position code:	**Aon.ITC.45160.3**
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:	**Associate Systems Programmer**
Position code:	**Aon.ITC.45060.2**
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:	**Infrastructure Tester**
Position code:	**Aon.ITC.45021.2**
Level:	**2**

Responsible for

Ensuring stability, availability and reliability of systems infrastructure and operational network architectures through the planning and execution of functionally based user testing.

Report to

IT Operations Manager, General Manager - IT Services/Infrastructure

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts, developers and infrastructure architects 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 infrastructure being tested.
- Extensive knowledge of business systems and networks.
- 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 infrastructure testing experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Voice Communications Engineer**
Position code:	**Aon.ITC.45065.3**
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, General 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 Cisco, Genesys, Lucent/Avaya, Ericsson, Fujitsu, Alcatel, Meridian or NEC PABX's. Also familiarity with IP PBX, VOIP PBX or Mobile PBX.
- 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

3 - 5+ years relevant commercial experience in a Voice Engineering/Telecommunications environment coupled with relevant tertiary qualifications and appropriate professional certifications.

Other comments

Alternate title: Voice Technician.

Position Description

Position title:	**Voice Communications Analyst**
Position code:	**Aon.ITC.45065.2**
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 help desk) 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 PABX's.
- 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

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

Other comments

Position Description

Position title:	**Change Control/Release Manager**
Position code:	**Aon.ITC.45007.5**
Level:	**5**

Responsible for

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

- Manages and initiates the improvement and release management process and team
- Coordinates software changes and release through all stages of the development life cycle
- 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 titles: Release Acceptance Manager

Position Description

Position title:	**Change Control/Release Administrator**
Position code:	**Aon.ITC.45007.3**
Level:	**3**

Responsible for

Releasing application software into the user acceptance and production environment.

Report to

Change Control and Release Manager

Supervises

No supervisory responsibilities.

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.
- Coordination 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 in a corporate

Other comments

Position Description

Position title:	**Asset & Configuration Manager**
Position code:	**Aon.ITC.45011.4**
Level:	**4**

Responsible for

Identifying and reporting on IT components both software and hardware to ensure appropriate records are kept and stock levels are right.

Report to

General Manager

Supervises

Asset & Configuration Coordinators, Asset & Configuration Consultants.

Main activities

- Identifying the configuration structures for all infrastructure's configuration items.
- Ensuring that all identifiers are allocated as well as version numbers for configuration items, each item each is labelled, and entered into the configuration management data base.
- Developing maintaining configuration management plans.
- 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.
- Ensuring Asset & Configuration Management processes are followed correctly.
- Ensuring that no configuration item (asset) is added, modified, replaced or removed without appropriate controlling documentation.

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, Service Desk team, 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 in assets and configuration.

Other comments

Position Description

Position title:	**Asset & Configuration Consultant**
Position code:	**Aon.ITC.45011.3**
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:	**Aon.ITC.45022.5**
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 life-cycle.
- 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/stock-take 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 l, coupled with appropriate tertiary qualifications.

Other comments

Position Description

Position title:	**Business Analysis Manager**
Position code:	**Aon.ITC.45067.5**
Level:	**5**

Responsible for

Managing a team of Business Analysts who act as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

General Manager - Application Services, Divisional/Business Unit IT General Manager

Supervises

Senior Business Analysts, Business Analysts, and Associate Business Analysts.

Main activities

- Leading the analysis and delivery of business process initiatives by either managing some components of large initiatives or all components of medium sized initiatives.
- Meeting with user groups to gather and analyse end user requirements.
- Overseeing the creation of process maps and identification of areas for 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.
- Providing training and assistance to end-users following implementation.
- Managing 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.
- Advanced knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Typical experience

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:	**Applications Development Technical Consultant**
Position code:	**Aon.ITC.45059.4**
Level:	**4**

Responsible for

Providing high level technical expertise and consulting services to both users and IT employees, covering all aspects of applications development.

Report to

Project Manager, General Manager - Applications Services, General Manager - Architectural Services..

Supervises

No supervisory responsibilities.

Main activities

- Providing technical expertise to applications staff in the configuration, testing and implementation of new/enhanced systems and other related advice, technical directions and consultancy (including program debugging).
- Appraising and reporting on new development techniques and vendor products, and making recommendations on the acquisition of advanced technology.
- Facilitating the convergence of 'leading edge' technologies into the existing enterprise architecture.
- Validating functionality and performance of new development projects within the organisation's systems.
- Diagnosing and solving technical issues that may arise during the development life cycle.
- Providing technical solution definition and design, system configuration, data integration, and technical support during the implementation phase.

Key skills

- Expert skills in many programming areas and development languages, including operating systems, utilities and applications development tools.
- Strong knowledge of technical concepts of enterprise architecture, contemporary IT strategies, directions and technologies.
- Analytical and problem solving skills.
- Strong interpersonal skills, written and oral communication, attention to detail and follow-through skills.
- Familiarity with scripting tools.
- Experience in systems integration.

Internal contacts

User groups, IT Architects, Project leaders, Finance staff.

External contacts

Consultants, Suppliers of hardware and software.

Typical experience

At least 6-7 years experience in Information Technology, primarily in systems development and maintenance, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Position Description

Position title:	**Senior Business Analyst**
Position code:	**Aon.ITC.45067.4**
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

May mentor less experienced Business Analysts.

Main activities

- Analysing and delivering business process initiatives by either managing some components of large initiatives or all components of medium sized initiatives.
- 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 life cycle.
- 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.
- Advanced knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, 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

Alternative title: Senior Business Systems / Process Analyst

Position Description

Position title:	**Business Analyst**
Position code:	**Aon.ITC.45067.3**
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

- Analysing and delivering business process initiatives, either managing some components of mid-sized initiatives or all components of small initiatives.
- 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 life cycle.
- 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.
- Knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, 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

Alternative Title: Business Systems / Process Analyst

Position Description

Position title:	**Associate Business Analyst**
Position code:	**Aon.ITC.45067.2**
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

Business Analysis Manager, Senior Business Analyst.

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 life cycle.
- 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.
- Developing knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, 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

Alternative title: Associate Business Systems/Process Analyst.

Position Description

Position title:	**Business Systems Manager**
Position code:	**Aon.ITC.45006.5**
Level:	**5**

Responsible for

Acting as the technical owner for IT systems/applications for a discrete function of the organisation. Ensuring delivery of multiple business systems enhancements and process transformation initiatives including process, technology, compliance, strategy and people elements as part of a holistic solution to optimise system usage, running costs and efficiency.

Report to

General Manager - Applications Services, IT Manager (Division/Region)

Supervises

Business 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.
- Strong knowledge of business process re-engineering.

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, Business Analysis Manager, Business Process Re-engineering Manager

Position Description

Position title:	**Business Engagement Partner**
Position code:	**Aon.ITC.45106.5**
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 IT Relationship/Account Managers or Business Analysts.

Main activities

- Partner with designated business units during strategy formation to ensure IT provides relevant and appropriate advice to support the exploitation of existing systems and infrastructure.
- Develop and manage relationships with the business unit to help drive their business strategies, ensuring assessment of the IT impact of such strategies.
- Identify new systems and infrastructure opportunities based on business unit requirements, and advise on how IT can contribute to business unit competitive advantage.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Drive pre-project work such as feasibility assessment, scoping, requirements definition, business case and other related activities, working in conjunction with other parts of the business and IT to maintain engagement and manage expectations.
- Work in conjunction with IT Project Managers, Resource Managers, Business Analysts and other relevant IT specialists in driving end-to-end delivery of IT services to business units.
- Monitor technology development and trends which could have implications or present opportunities for designated business units.

Key skills

- Ability to understand, integrate and assess information relating to strategic, operational and technological issues and opportunities.
- Demonstrable technology expertise and business unit knowledge.
- High degree of commercial acumen and strong sense of accountability.
- 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

10+ years commercial IT experience, ideally with 5+ years in a senior IT/business role coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Senior IT Relationship Manager**
Position code:	**Aon.ITC.45026.4**
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 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 Manager**
Position code:	**Aon.ITC.45026.3**
Level:	**3**

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:	**SAP Principal Functional Consultant**
Position code:	**Aon.ITC.45048.5**
Level:	**5**

Responsible for

Providing expert level professional consulting services and solutions to customer/business in designing SAP systems and planning the integration of SAP solution in a SAP implementation.

Report to

Professional Services Manager, Branch/State Manager.

Supervises

Less experienced SAP Functional Consultants.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating customers' business needs, thus contributing to strategic planning of SAP facilities and technology directions.
- Advising customer/business on the implications of specific system design decisions.
- Planning and coordinating resources necessary to complete SAP implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during testing and implementation of SAP solutions or products.
- Providing expert advice on specific SAP systems and applications - best business practices and cross-functional solutions.
- Leading a team of SAP consultants (largely dependent on the size and scope of client project) and leading in system application development, configuration and testing.
- Acting as a technical "thought" leader regarding SAP design and implementation.
- Leading business decision workshops and training, customer communication and facilitating sessions and presentations.

Key skills

- Expert knowledge in a specific module of SAP, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Exceptional breadth of technical capability.
- Can adapt and apply both existing and emerging technologies to commercial situations.
- Good understanding of technical environment.
- Excellent understanding of sound business practice.

Internal contacts

Business Managers, Project Managers, Development Specialists, Product Specialists.

External contacts

Customers (often at the senior executive level) and various specialist consultants.

Typical experience

Tertiary level qualifications coupled with at least 10 - 15 years of experience in business management, IT, systems integration consulting or design, with a minimum of 3 years SAP project implementation experience.
May hold an MBA or equivalent postgraduate qualification.

Other comments

This role requires a blend of technical, commercial and consulting skills. Some have moved into IT from commerce.
Alternative Title: Senior Principal Consultant/Partner - Strategic Business, Technical, IT Change Management and/or Business Process Re-engineering (BPR) Consultant.
Alternative Reference: "K4" Integration Consultant.
Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Senior Business Analyst**
Position code:	**Aon.ITC.45047.4**
Level:	**4**

Responsible for

Acting as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in SAP solutions.

Report to

SAP Project Manager

Supervises

May mentor more junior SAP Business Analysts.

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 life cycle.
- 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.
- Strong customer service focus.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

5+ 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:	**SAP Business Analyst**
Position code:	**Aon.ITC.45047.3**
Level:	**3**

Responsible for

Acting as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in SAP solutions.

Report to

SAP Project 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 life cycle.
- 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.
- Strong customer service focus.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, 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:	**SAP Senior Functional Consultant**
Position code:	**Aon.ITC.45048.4**
Level:	**4**

Responsible for

Providing specialist professional consulting services and solutions to customer/business in designing SAP systems and planning the integration of SAP solution in a SAP implementation.

Report to

Professional Services Manager, Branch/State Manager.

Supervises

May lead less experienced SAP Functional Consultants.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating customers' business needs, thus contributing to strategic planning of SAP systems facilities and technology.
- Being accountable for defined SAP assignments often involving immediate action or short term planning of resources.
- Planning and coordinating resources necessary to complete SAP implementation.
- Liaising with major customers 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).

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, Development Specialists, 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 6-10 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/Lead SAP Implementation Specialist, Technical, IT Change Management and/or Business Process Re-engineering. Alternative Reference: "K3" Consultant. Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Functional Consultant**
Position code:	**Aon.ITC.45048.3**
Level:	**3**

Responsible for

Providing professional consulting services and solutions to customer/business in designing SAP systems and planning the integration of SAP solution in a SAP implementation.

Report to

Professional Services Manager, Branch/State Manager, State Professional Services Manager, Senior/Lead SAP Functional Consultant.

Supervises

No supervisory responsibilities.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating customers' business needs with input to strategic planning of SAP business systems and directions.
- Being accountable for defined SAP assignments/projects often involving immediate action or short term planning of resources.
- Providing application enhancement services and project support to customer/business as required.
- Liaising with customers during preliminary installation and testing of developed software solutions/products.
- Recognising and promptly advising management of potential problems and for potential follow-on business opportunities.
- Participating in system application development, configuration and testing.

Key skills

- Specialist level competence/knowledge in at least one module of SAP.
- Fully competent in one or more related areas with strong analytical skills.
- Able to contribute in a number of areas outside of specialty.
- Good understanding and appreciation of sound business practice.

Internal contacts

Business Managers, Project Managers, Development Specialists and Product Specialists.

External contacts

Customers at middle management level, various specialist consultants and peripheral suppliers.

Typical experience

Tertiary level qualifications coupled with at least 3-6 years experience in business management, IT, systems design, integration or consulting with more than 9 months SAP project implementation experience.

Other comments

The role requires a blend of technical, commercial and consulting skills. Some have moved into IT from commerce. Alternative Title: Consultant - IT Change Management, Technical and/or BPR, SAP Implementation Specialist. Alternative Reference: "K2" Consultant. Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Associate Functional Consultant**
Position code:	**Aon.ITC.45048.2**
Level:	**2**

Responsible for

Providing broad professional consulting services and solutions to customer/business in designing SAP systems and planning the integration of SAP solution in a SAP implementation.

Report to

Professional Services Manager, Branch/State Manager, Senior/Lead SAP Functional Consultant.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the design and development of high quality SAP business solutions and other projects.
- Providing evaluations of customer's business needs comprising differing product options.
- Participating in training activities for peers and customers.
- Being accountable for defined SAP assignments/projects often involving immediate action or short term planning of resources.
- Liaising with customers during preliminary installation and testing of developed SAP solutions or products.
- Operating as a member of a SAP project implementation team.
- Supporting aspects of the business cycle, including proposals and feasibility studies.

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

Business Managers, Product Specialists and Project Managers.

External contacts

Customers at an operational level.

Typical experience

Tertiary level qualifications usually in an information technology discipline or in business, coupled with at least 1 - 3 years relevant commercial experience. A minimum of 3 months extensive training in SAP solutions design and implementations.

Other comments

Alternative Title: Associate Consultant - IT Change Management, Technical and/or BPR. Alternative Reference: "K1" Consultant. Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Integration Lead**
Position code:	**Aon.ITC.45049.4**
Level:	**4**

Responsible for

Leading the SAP Integration team in ensuring co-ordination of integration activities across the development landscape and managing the workflow team.

Report to

SAP Project Manager.

Supervises

Manages a small team of SAP Integration Specialists.

Main activities

- Coordinating and delivering integration projects to improve the implementation of new systems and processes across the SAP environment.
- Ensuring process and procedures for SAP integration activities are documented and stored centrally.
- Setting up, producing and monitoring KPI reports on progress and various functions performed by the SAP integration team.
- Communicating reports to relevant parties and continuously seek improvements for existing reports - proactively gather new reporting requirements from the business.
- Maintaining effective communication channels within the organisation to better manage SAP outages and system activities including contributing to issues and sharing information.
- Defining and carrying out workflow strategies that will position the organisation to effectively manage the implementation and support of workflow initiatives.
- Managing the implementation of workflow in line with project timelines and the support of live markets in line with service level objectives.
- Ensuring integration activities and impacts on users are communicated in effective and timely manner to all impacted parties.
- Coordinating configuration activities for implementation delivery and providing an escalation point for issues that may arise.Coordinating the provision of out of hours support, especially during 'go-live' periods.
- Acting as a key member in defining and managing the change management process within the SAP environment. Keeping track of all integration/system set-up issues and the current actions being taken to correct the issue.

Key skills

- Strong understanding of SAP Configuration.
- Strong understanding of SAP Workflow.
- Highly detailed understanding of SAP systems and associated change management processes.
- Understanding of how SAP is positioned in the enterprise architecture.
- Excellent Coordination Skills.
- Good Project Management Skills.
- Good verbal and written communication skills.
- Proactive and flexible approach to tasks.

Internal contacts

Project Managers, Architects, Support, BASIS Administrators.

External contacts

Outsourced provider, suppliers.

Typical experience

Tertiary level qualifications coupled with at least 5-7 years commercial IT experience incorporating significant experience in

SAP integration activities/projects.

Other comments

Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Integration Specialist**
Position code:	**Aon.ITC.45049.3**
Level:	**3**

Responsible for

Providing effective implementation and integration activities for the SAP environment.

Report to

SAP Integration Lead.

Supervises

No supervisory responsibilities.

Main activities

- Delivering SAP integration projects to improve the implementation and sustainable processes of the SAP environment.
- Proactively gather new reporting requirements from the business.
- Maintaining effective communication channels within the organisation to better manage SAP outages and system activities including contributing to issues and sharing information.
- Carrying out workflow strategies that will position the organisation to effectively manage the implementation and support of workflow.
- Implementing workflow in line with SAP project timelines and the support of live environment in line with service level objectives.
- Communicating SAP integration activities and impacts in an effective and timely manner to all impacted parties.
- Performing configuration activities for implementation delivery.
- Providing out of hours support, especially during 'go-live' periods.
- Assisting in defining and managing the change management process within the SAP environment.
- Keeping track of all integration/system set-up issues and the current actions.

Key skills

- Understanding of SAP Configuration.
- Understanding of SAP Workflow.
- Detailed understanding of SAP systems and associated change management processes.
- Good verbal and written communication skills.
- Proactive and flexible approach to tasks.

Internal contacts

Project Managers, Architects, Support, BASIS Administrators.

External contacts

Outsourced provider, suppliers.

Typical experience

Tertiary level qualifications coupled with at least 3-5 years commercial IT experience incorporating experience in SAP integration activities/projects.

Other comments

Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**General Manager - IT Outsourcing**
Position code:	**Aon.EXS.85013.6**
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

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Overseeing the management of third party relationships, including setting and controlling expenditures within budget.
- Identifying and evaluating new organisations and product offerings as potential outsource providers for the organisation.
- Building relationships with suppliers with the view to create strategic partnerships that are mutually beneficial.
- Participating in short and long term planning, utilising risk management assessments and making independent decisions concerning procedures based on an understanding of the organisation's dynamics.
- Identifying, developing and implementing new business initiatives to improve operational effectiveness and maintain a competitive edge in light of market trends and developments.
- Providing leadership and direction to all employees ensuring the most efficient use of their skills and abilities.

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.
- Ability to maintain professional relationships with service providers, while negotiating best terms for the organisation's business units.
- Familiarity with IT technical environment.
- 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.
- Demonstrated leadership and people management skills.

Internal contacts

Senior Management, Legal, Procurement, Business Unit Managers across the organisation.

External contacts

Senior management level of IT Vendors and Suppliers, Senior Account Managers.

Typical experience

At least 10 years general management experience, incorporating practical experience in commercial management, or experience in all aspects of IT Services and/or outsourcing at a senior level. Will hold relevant tertiary qualifications.

Other comments

Position Description

Position title:	**IT Outsourcing/Commercial Manager**
Position code:	**Aon.ITC.45057.4**
Level:	**4**

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.

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:	**Supplier Relationship Manager**
Position code:	**Aon.ITC.45057.3**
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:	**Senior IT Outsourcing/Commercial Analyst**
Position code:	**Aon.ITC.45157.3**
Level:	**3**

Responsible for

Ensuring the delivery of 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

IT Commercial Manager.

Supervises

May supervise Commercial Analysts

Main activities

- Analysing the performance of preferred suppliers in areas such as vendor performance, market costing and costs incurred by the business.
- Measuring, monitoring and reporting on vendor performance and implementing continuous improvement strategies.
- Contributing to the development of commercial strategies and management plans relating to sourcing from external suppliers, and implementing those strategies to 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.
- Developing and managing one or more lower risk categories to best practice sourcing standards.
- 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 SLA's 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:	**IT Outsourcing/Commercial Analyst**
Position code:	**Aon.ITC.45057.2**
Level:	**2**

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

IT Commercial Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing assistance as required with 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 bench-marking.
- Implementing appropriate strategies and processes to ensure relationships with key suppliers, deliver value-added, competitive solutions, which enable the business to meet objectives.
- Developing and expanding knowledge of industry best practice in procurement and supplier management and becoming aware of current trends and changes in the industry.
- Assisting with development and management of one or more lower risk suppliers or categories to best practice sourcing standards.
- Supporting nominated IT 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 Titles: Service Level Analyst.

Position Description

Position title:	**Project Director**
Position code:	**Aon.PMN.70003.6**
Level:	**6**

Responsible for

Full accountability for strategic Projects from planning to market deployment. Acting as the focal point for the Services Division, in this role they will have the responsibility and full accountability of delivering multiple Services Projects on time, scope and budget and to the satisfaction of the customer and the Business Divisions.

Report to

General Manager.

Supervises

Project Managers, Projects Officers.

Main activities

- Ensuring that Project Plans are developed by each Project Manager for each Project. Ensuring that Project Managers have prepared all baseline documents in accordance with standards and approved by all relevant parties. Ensuring that Contract Risks associated with Projects are appropriately managed and profit Opportunities maximised.
- Overseeing project resourcing, ensuring project members skills are being effectively utilised on the prioritised tasks. Ensuring that the project schedule is optimised at all times. Maintaining all progress metrics.
- Leading and mentoring Senior/Project Managers and Project Teams to successfully deliver projects.
- Monitoring monthly status reporting and ensuring it is being conducted by the Project Managers.
- Ensuring regular customer engagement is conducted and dealing with any critical customer affecting issues. Also ensuring the customer is delivering on responsibilities.
- Maintaining Senior/Project Manager quality standards through effective training and mentoring.
- Overseeing Project financials, ensuring that the Senior/Project Manager implements financial Project controls.
- Ensuring that the Senior/Project Managers are managing issues in a timely fashion.
- Ensuring that Project contracts are maintained, obligations are delivered, variations and EOT's are maintained.

Key skills

- Ability to plan and anticipate.
- Ability to decide, delegate and control.
- Strong communication skills.
- Leadership skills.
- Strong negotiation and influencing skills.
- Proven commercial management skills in relation to Contract and Financial Project Management.
- Proven knowledge of and strong understanding of Project Management Tools and Methodology.
- Demonstrated ability to manage difficult customers in complex environments.

Internal contacts

Business Divisions, Program Office, Project Managers, Project Teams, Commercial Managers, Finance and Administration, Sales and Marketing.

External contacts

Customers.

Typical experience

10 years of industry related proven record of successful complex Project implementation coupled with 10 years of successfully managing large Technical Project Teams and Project Managers in delivery.

Other comments

Other titles: Senior Project Manager (RIN)

Position Description

Position title:	**IT Program Manager**
Position code:	**Aon.ITC.45432.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of multiple, simultaneous projects which are highly integrated or working towards a common strategy. Ensuring all projects and the overall program are successfully monitored, documented, tracked, reported, integrated and implemented.

Report to

Project Director, General Manager - Applications Services, General Manager - Infrastructure.

Supervises

Project Managers, Project Leaders, team(s) of project employees

Main activities

- Ensuring the consistent application of IT project governance and compliance processes across programs and related projects.
- Coordinating multiple streams or projects to represent a single view.
- Managing overall program and individual 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 programs/projects are delivered in alignment with the organisation's enterprise architecture, strategy and project management methodologies
- Performing post-implementation program/project reviews to determine benefits realisation and achievement of overall objectives in line with IT and overall corporate strategy.

Key skills

- Exceptional project management skills.
- Superior understanding & consistent application of project management competencies including scope, time, cost, quality, HR, communications, cost, risk, procurement and integration
- Strong conceptual abilities coupled with a strong knowledge of the organisation's business requirements.
- Sound understanding of the organisation's project governance framework
- 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

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 10 years of general project management experience, or experience in Information Technology with at least 5 years of IT Project Management. Will hold relevant tertiary qualifications.

Other comments

Position Description

Position title:	**IT Project Manager (Large)**
Position code:	**Aon.ITC.45232.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of large Information Technology projects, encompassing both Applications and Infrastructure, that requires a high level of project integration.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on large sized IT projects, in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with high complexity applications and infrastructure development projects.
- Defining, sourcing & 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.
- Managing 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 all aspects of project cycle.
- 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 manage the competing demands of multiple projects in a timely manner.
- Ability to influence and build productive relationships with industry providers, vendors 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). Specialists project managers (infrastructure and application) within this budgetary range should be matched to Position Code Aon.ITC.45040.6 or Position Code Aon.ITC.45038.6.

Position Description

Position title:	**IT Project Manager (Medium)**
Position code:	**Aon.ITC.45332.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of medium sized Information Technology projects, encompassing both Applications and Infrastructure, that requires a high level of project integration.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on medium sized IT projects, in a relatively a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with medium, relatively complex applications and infrastructure development projects.
- Defining, sourcing & 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.
- Managing 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 all aspects of project cycle.
- 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 manage the competing demands of multiple projects in a timely manner.
- Ability to influence and build productive relationships with industry providers, vendors 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). Specialists project managers (infrastructure and application) within this budgetary range should be matched to Position Code Aon.ITC.45138.6 or Position Code Aon.ITC.45140.6.

Position Description

Position title:	**IT Project Manager (Small)**
Position code:	**Aon.ITC.45132.5**
Level:	**5**

Responsible for

Managing the end-to-end delivery of small sized Information Technology projects, encompassing both Applications and Infrastructure.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on small sized IT projects, typically in a low complexity environment.
- Controlling project design and planning activities associated with small sized applications and infrastructure development projects.
- Defining, sourcing & 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.
- Managing 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 all aspects of project cycle.
- 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.
- Ability to influence and build productive relationships with industry providers, vendors 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 5 years of experience in Information Technology, with at least 1-3 years of IT Project Management experience, 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). Specialists project managers (infrastructure and application) within this budgetary range should be matched to Position Code Aon.ITC.45038.5 or Position Code Aon.ITC.45040.5

Position Description

Position title:	**IT Project Manager (Very small)**
Position code:	**Aon.ITC.45232.5**
Level:	**5**

Responsible for

Managing the end-to-end delivery of very small sized Information Technology projects, encompassing both Applications and Infrastructure.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on very small sized IT projects, typically in a very low complexity environment.
- Controlling project design and planning activities associated with very small sized applications and infrastructure development projects.
- Defining, sourcing & 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.
- Managing 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 all aspects of project cycle.
- 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.
- Ability to influence and build productive relationships with industry providers, vendors 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 5 years of experience in Information Technology, with at least 1-3 years of IT Project Management experience, 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). Specialists project managers (infrastructure and application) within this budgetary range should be matched to Position Code Aon.ITC.45138.5 or Position Code Aon.ITC.45140.5.

Position Description

Position title:	**IT Project Manager - IT Applications (Large)**
Position code:	**Aon.ITC.45038.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of large applications / development projects, that requires a high level of project integration. Project's combined value is of more than $10 million.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees including business analysts, developers.

Main activities

- Managing a team(s) of project employees operating on complex/large applications development projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with large, complex applications development projects.
- Defining, sourcing & 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 large, complex IT projects.
- Managing 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 all aspects of project cycle.
- 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 manage the competing demands of multiple projects in a timely manner.
- Ability to influence and build productive relationships with industry providers, vendors 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 Applications Project Management experience, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other comments

Has successfully delivered large client/server and/or mainframe development projects requiring a high level of integration. Project Managers matched to this role must be specialists managing Applications projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45232.6.

Position Description

Position title:	**IT Project Manager - IT Applications (Medium)**
Position code:	**Aon.ITC.45138.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of medium sized applications / development projects, that requires a high level of project integration.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees including business analysts, developers.

Main activities

- Managing a team(s) of project employees operating on medium sized applications development projects, in a relatively complex, multi-platform technical environment.
- Controlling project design and planning activities associated with medium sized, relatively complex applications development projects.
- Defining, sourcing & 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 large, complex IT projects.
- Managing 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 all aspects of project cycle.
- 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 manage the competing demands of multiple projects in a timely manner.
- Ability to influence and build productive relationships with industry providers, vendors and stakeholders.
- May hold certifications in project management or specific agile frameworks

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 Applications Project Management experience, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other comments

Has successfully delivered large client/server and/or mainframe development projects requiring a high level of integration. Project Managers matched to this role must be specialists managing Applications projects. Generalist IT Project Managers

covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45332.6.

Position Description

Position title:	**IT Project Manager - IT Applications (Small)**
Position code:	**Aon.ITC.45038.5**
Level:	**5**

Responsible for

Managing the end-to-end delivery of medium sized applications development projects.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on small sized applications development projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with small sized applications development projects.
- Defining, sourcing & 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
- .Managing 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 all aspects of project cycle.
- Sound understanding and application of change management competencies.
- Extensive knowledge and experience of applications development methodologies and the software development lifecycle.
- 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.
- Ability to influence and build productive relationships with industry providers, vendors and stakeholders.
- May hold certifications in project management or specific agile frameworks

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 5 years of experience in Information Technology, with at least 1-3 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

Has successfully delivered large client/server and/or mainframe development projects requiring a high level of integration. Project Managers matched to this role must be specialists managing Applications projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45132.5.

Position Description

Position title:	**IT Project Manager - IT Applications (Very small)**
Position code:	**Aon.ITC.45138.5**
Level:	**5**

Responsible for

Managing the end-to-end delivery of very small sized applications development projects.

Report to

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on very small sized applications development projects, typically in a low complexity environment.
- Controlling project design and planning activities associated with very small sized applications development projects.
- Defining, sourcing & 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.
- Managing 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 all aspects of project cycle.
- Sound understanding and application of change management competencies.
- Extensive knowledge and experience of applications development methodologies and the software development lifecycle.
- 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.
- Ability to influence and build productive relationships with industry providers, vendors and stakeholders.
- May hold certifications in project management or specific agile frameworks

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 5 years of experience in Information Technology, with at least 1-3 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

Has successfully delivered large client/server and/or mainframe development projects requiring a high level of integration. Project Managers matched to this role must be specialists managing Applications projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45232.5.

Position Description

Position title:	**Project Team Leader - IT Applications**
Position code:	**Aon.ITC.45038.4**
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

A team of applications development employees assigned to respective project(s).

Main activities

- Coordinating documentation, design, development and testing of enhancements and new development application projects.
- Controlling project schedules/modules and ensuring that applications programs are delivered within given time frames, 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 time frames, 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 IT applications and development languages.
- Proven project leadership and technical leadership skills.
- Developing ability in understanding and application of all aspects of project cycle.
- Ability to translate user needs into a technical solution.
- Experience in people management and mentoring of development employees.
- Strong interpersonal and communication skills.
- May hold certifications in project management or specific agile frameworks

Internal contacts

User Groups, Finance & Administration, Project Office, IT Services.

External contacts

Contractors, Consultants, Vendors of Hardware and Software.

Typical experience

At least 5 years of experience in commercial IT, with at least 1-3 years in a team leadership capacity, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Project Lead/Leader, Agile Team Leader

Position Description

Position title:	**Tribe Lead/Agile Development Manager**
Position code:	**Aon.ITC.45238.5**
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 life-cycle 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 organizing 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:	**Aon.ITC.45238.4**
Level:	**4**

Responsible for

Coaching teams and assisting the organisation in the development and implementation of agile development practices, projects and programs, and disseminating agile values and principles throughout the organisation.

Report to

Program Manager, Development Manager, or Product Manager.

Supervises

No supervisory responsibilities.

Main activities

- Work with individuals and teams on their processes, improving their success as a team and their effectiveness with agile principles and methodologies.
- Develop and facilitate training in general agile concepts, principles and values, as well as specific training in frameworks such as Scrum, Kanban, Lean, XP, AUP.
- 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 conceptualise methods to be more efficient, then drive change.
- May play a transformative role in transitioning a team or product away from traditional waterfall methodologies.

Key skills

- May hold certifications in project management or specific agile frameworks
- Strong knowledge of relevant industry products and services
- Exceptional interpersonal, communication and relationship skills
- Outstanding facilitation and conflict-resolution skills

Internal contacts

IT leadership team, development teams, project managers.

External contacts

IT vendors and suppliers.

Typical experience

At least 2 years experience in agile coaching, coupled with tertiary qualifications in IT.

Other comments

Position Description

Position title:	**Senior Scrum Master**
Position code:	**Aon.ITC.45240.5**
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

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:	**Aon.ITC.45240.4**
Level:	**4**

Responsible for

Facilitating and ensuring the Scrum framework is followed within the team in order to deliver quality projects/products on time.

Report to

Program Manager, Project Manager or Product Manager.

Supervises

No supervisory responsibilities

Main activities

- Coordinate and facilitate daily Scrum meetings, sprint planning, release planning, and sprint retrospectives for the 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 Scrum practices.
- Collaborates with the Product Manager to ensure effective backlog management.

Key skills

- Excellent knowledge of software development and the Scrum framework and practices.
- Advanced facilitator and good communicator.
- Good organisational and time management skills.

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 Scrum Master certifications.

Other comments

Position Description

Position title:	**Product Owner**
Position code:	**Aon.ITC.45243.3**
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:	**IT Project Manager - IT Infrastructure (Large)**
Position code:	**Aon.ITC.45040.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of large Infrastructure projects, that requires a high level of project integration.

Report to

Project Director/Program Manager or General Manager - Infrastructure.

Supervises

Project Team Leaders, project employees.

Main activities

- Managing a team(s) of project employees operating on large IT projects, typically in a complex, multi-platform technical environment.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Controlling project design and planning activities associated with large, complex applications and infrastructure development projects.
- Defining, sourcing & managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with large, complex IT projects.
- Managing 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 all aspects of project cycle.
- 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 manage the competing demands of multiple projects in a timely manner.
- Ability to influence and build productive relationships with industry providers, vendors 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 infrastructure 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 specialists managing Infrastructure Projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45232.6

Position Description

Position title:	**IT Project Manager - IT Infrastructure (Medium)**
Position code:	**Aon.ITC.45140.6**
Level:	**6**

Responsible for

Managing the end-to-end delivery of medium sized Infrastructure projects that requires a high level of project integration.

Report to

Project Director/Program Manager or General Manager - Infrastructure.

Supervises

Project Team Leaders, project employees.

Main activities

- Managing a team(s) of project employees operating on medium sized IT projects, in a relatively complex, multi-platform technical environment.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Controlling project design and planning activities associated with medium sized, relatively complex applications and infrastructure development projects.
- Defining, sourcing & managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with medium sized IT projects.
- Managing 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 all aspects of project cycle.
- 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 manage the competing demands of multiple projects in a timely manner.
- Ability to influence and build productive relationships with industry providers, vendors 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 infrastructure 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 specialists managing Infrastructure Projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45332.6.

Position Description

Position title:	**IT Project Manager - IT Infrastructure (Small)**
Position code:	**Aon.ITC.45040.5**
Level:	**5**

Responsible for

Managing the end-to-end delivery of small sized Infrastructure projects.

Report to

Project Director/Program Manager or General Manager - Infrastructure.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on small sized infrastructure projects, typically in a complex, multi-platform technical environment.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Controlling project design and planning activities associated with small sized infrastructure development projects.
- Defining, sourcing & managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with infrastructure projects.
- Managing 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 all aspects of project cycle.
- Sound understanding and application of change management competencies.
- Extensive experience in all aspects of IT Infrastructure development and maintenance covering a wide range of technologies and platforms.
- 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.
- Ability to influence and build productive relationships with industry providers, vendors 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 5 years of experience in Information Technology, with at least 1-3 years of Infrastructure Project Management experience, 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 specialists managing Infrastructure Projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45132.5.

Position Description

Position title:	**IT Project Manager - IT Infrastructure (Very small)**
Position code:	**Aon.ITC.45140.5**
Level:	**5**

Responsible for

Managing the end-to-end delivery of very small sized Infrastructure projects.

Report to

Project Director/Program Manager or General Manager - Infrastructure.

Supervises

Project Team Leaders, Project employees.

Main activities

- Managing a team(s) of project employees operating on very small sized infrastructure projects, typically in a complex, multi-platform technical environment.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Controlling project design and planning activities associated with very small sized infrastructure development projects.
- Defining, sourcing & managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with infrastructure projects.
- Managing 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 all aspects of project cycle.
- Sound understanding and application of change management competencies.
- Extensive experience in all aspects of IT Infrastructure development and maintenance covering a wide range of technologies and platforms.
- 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.
- Ability to influence and build productive relationships with industry providers, vendors 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 5 years of experience in Information Technology, with at least 1-3 years of Infrastructure Project Management experience, 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 specialists managing Infrastructure Projects. Generalist IT Project Managers covering both Infrastructure and Applications projects in this budgetary range should be matched to Position Code Aon.ITC.45232.5.

Position Description

Position title:	**Project Team Leader - IT Infrastructure**
Position code:	**Aon.ITC.45040.4**
Level:	**4**

Responsible for

Planning, organising, technically leading and controlling the completion key components of Infrastructure Projects (e.g. - upgrades, roll-outs, server builds).

Report to

Project Manager.

Supervises

A team of Infrastructure employees assigned to respective project(s).

Main activities

- Coordinating documentation, design, development and testing of enhancements/'new build' Infrastructure projects.
- Controlling project schedules/modules and ensuring that applications programs are delivered within given time-frames, meet user requirements, and are easily maintainable.
- Estimating, scheduling and planning resources for the allocated component of an Infrastructure project.
- Ensuring maximum levels of productivity are achieved and maintained by individuals within project team.
- Reporting on the progress of project modules against project time-frames, milestones and budget.
- Mentoring the assembled project team and providing 'hands-on' technical leadership as required.
- Providing support and consultative advice to the Project Manager.
- Ensuring all employees within the project team obtain the necessary level of training.

Key skills

- In depth knowledge of design, support and maintenance of all aspects of enterprise infrastructure including desktops, servers, cabling, networking etc.
- Proven project leadership and technical leadership skills.
- Developing ability in understanding and application of all aspects of project cycle.
- Ability to translate user needs into a technical solution.
- Experience in people management and mentoring of Infrastructure employees.
- Strong interpersonal and communication skills.

Internal contacts

User Groups, Finance & Administration, Project Office, IT Services.

External contacts

Contractors, Consultants, Vendors of Hardware and Software.

Typical experience

5 years of experience in commercial IT, with at least 1 - 3 years in a team leadership capacity, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Team Leader, Project Lead/Leader, Networking Team Leader.

Position Description

Position title:	**Senior Resource Manager**
Position code:	**Aon.PRO.90808.5**
Level:	**5**

Responsible for

Leading a function responsible for the timely allocation and deployment of resources and skills across projects or accounts in order to fulfil client demand and achieve business objectives.

Report to

Operations Manager.

Supervises

A Team of Resource Co-ordinators.

Main activities

- Providing advice on strategies to optimise the use of internal and external resources.
- Developing and managing the recruitment process for all external resources.
- Establishing, maintaining and enhancing relationships with third party/external resource providers in order to negotiate and secure necessary resources to fulfil project demand.
- Forecasting resource demand and identifying risk areas by monitoring, reviewing and reporting on resource allocation and deployment. Advising on realistic expectations for resources and providing alternate resource solutions where applicable.
- Ensuring that accurate documentation regarding resource allocation and skills is maintained.Resolving or managing conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans to effectively allocate resources for future projects.
- Evaluating the Resource Management process and identifying, creating, documenting, communicating and implementing process improvements.
- Leading a team of Resource Co-ordinators to ensure the smooth allocation and deployment of internal and external resources.

Key skills

- Extensive knowledge of effective Resource Management processes.
- Team building capability and excellent communication skills.
- Relationship management skills and client focus.
- Results orientation.
- Ability to persuade, negotiate and influence outcomes.

Internal contacts

Other Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment staff and Human Resources Staff.

External contacts

Typical experience

8-10 years experience.

Other comments

Position Description

Position title:	**Resource Manager**
Position code:	**Aon.PRO.90808.4**
Level:	**4**

Responsible for

Delivering the effective and timely allocation and deployment of resources and skills across projects or accounts in order to fulfil client demand and achieve business objectives.

Report to

Operations Manager.

Supervises

A team of Resource Coordinators.

Main activities

- Providing advice on strategies to optimise the use of internal and external resources.
- Developing and managing the recruitment process for all external resources.
- Establishing, maintaining and enhancing relationships with third party/external resource providers in order to negotiate and secure necessary resources to fulfill project demand.
- Forecasting resource demand and identifying risk areas by monitoring, reviewing and reporting on resource allocation and deployment. Advising on realistic expectations for resources and providing alternate resource solutions where applicable.
- Ensuring that accurate documentation regarding resource allocation and skills is maintained.
- Resolving or managing conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans to effectively allocate resources for future projects.
- Evaluating the Resource Management process and identifying, creating, documenting, communicating and implementing process improvements.
- Leading a team of Resource Coordinators to ensure the smooth allocation and deployment of internal and external resources.

Key skills

- Extensive knowledge of effective Resource Management processes.
- Team building capability and excellent communication skills.
- Relationship management skills and client focus.
- Results orientation.
- Ability to persuade, negotiate and influence outcomes.

Internal contacts

Other Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment staff and Human Resources Staff.

External contacts

Clients, external skill providers (partner, agencies, contractors).

Typical experience

At least 5-8 years of experience within Resource Management.

Other comments

Position Description

Position title:	**Senior Resource Coordinator**
Position code:	**Aon.PRO.90808.3**
Level:	**3**

Responsible for

Assisting with the delivery of effective and timely allocation and deployment of resources and skills across projects or accounts in order to fulfil client demand and achieve business objectives.

Report to

Resource Manager.

Supervises

May supervise more junior Resource Coordinators..

Main activities

- Co-ordinating internal staff allocation to meet project requirements.
- Liaising with third party/external resource providers in order to negotiate and secure necessary resources to fulfill project demand.
- Monitoring, reviewing and reporting on resource allocation and deployment.
- Accurately documenting resource allocation and maintaining the skills database.
- Assisting with the resolution or management of conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans.
- Evaluating the Resource Management process and escalating process improvements to Management.

Key skills

- Knowledge of effective Resource Management processes.
- Team work skills.
- Relationship management skills and client focus.
- Results orientation.
- Ability to persuade, negotiate and influence outcomes.
- Excellent communication skills.

Internal contacts

Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment staff and Human Resources Staff.

External contacts

Clients, external skill providers (partner, agencies, contractors).

Typical experience

3 - 5 years of experience within Resource Management.

Other comments

Position Description

Position title:	**Resource Coordinator**
Position code:	**Aon.PRO.90808.2**
Level:	**2**

Responsible for

Assisting with the delivery of effective and timely allocation and deployment of resources and skills across projects or accounts in order to fulfil client demand and achieve business objectives.

Report to

Resource Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating internal staff allocation to meet project requirements.
- Liaising with third party/external resource providers in order to negotiate and secure necessary resources to fulfill project demand.
- Monitoring, reviewing and reporting on resource allocation and deployment.
- Escalating resource allocation problems to more senior team members.
- Accurately documenting resource allocation and maintaining the skills database.
- Assisting with the resolution or management of conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans.
- Evaluating the Resource Management process and escalating process improvements to Management.

Key skills

- Knowledge of effective Resource Management processes.
- Team player.
- Relationship management skills and client focus.
- Results orientation.
- Ability to persuade, negotiate and influence outcomes.
- Excellent communication skills.

Internal contacts

Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment staff and Human Resources Staff.

External contacts

Clients, external skill providers (partner, agencies, contractors).

Typical experience

1 - 3 years of experience within Resource Management.

Other comments

Position Description

Position title:	**SAP Project Manager (Large)**
Position code:	**Aon.ITC.45051.6**
Level:	**6**

Responsible for

Planning, directing and coordinating business activities to develop user requirements, design and implement SAP solutions that meet customer/business needs and satisfy time/cost restraints and company/contract budget requirements.

Report to

Corporate Professional Services Manager, Program Director.

Supervises

SAP Project/Implementation Consultants.

Main activities

- Liaising with senior staff within customer or own organisation regarding the provision of SAP solutions within negotiated contractual obligations for a large program or group of projects.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time and meet agreed customer requirements.
- Establishing SAP project plans for approval by the customer/business.
- Controlling system design and project planning activities related to large SAP systems development and implementation.
- Managing the various phases of SAP projects including requirements analysis, system design, specification, development, testing and implementation.
- Managing the implementation of developed SAP systems.
- Ensuring that business solutions are consistent with corporate goals.
- Providing guidance and support in decision making processes between customers/business and SAP project teams.

Key skills

- Strong understanding and application of Project Management competencies including scope, time, cost, quality, HR, communication, risk, procurement, and integration.
- Able to work with and influence executive level management.
- Fully competent in managing senior IT professionals.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills.
- Experienced with SAP project management methodology.
- Expertise in several modules of SAP.
- Ability to meet tight schedules and cost targets without compromising business requirements.
- Strong understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Financial literacy to forecast and manage project budgets.

Internal contacts

Senior Management, SAP Project team, Technical Support staff, Sales Management staff.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level qualifications coupled with at least 15 years of experience in information technology, systems integration, consulting or development. At least 3 years specific SAP project implementation and/or systems integration project management experience.

Other comments

Typically manages large SAP projects (e.g. $6M+) requiring more staff and with a higher dollar value, that often run for longer

than 12 months. The job holder may well be the prime contractor coordinating the activities of a range of suppliers. Alternative Reference: "K4" Project Manager. Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Project Manager (Medium)**
Position code:	**Aon.ITC.45051.5**
Level:	**5**

Responsible for

Planning, directing and coordinating business activities to develop user requirements, design and implement SAP solutions that meet customer/business needs and satisfy time/cost restraints and company/contract budget requirements.

Report to

Corporate Professional Services Manager, Program Director.

Supervises

SAP Project/Implementation Consultants.

Main activities

- Liaising with senior staff within customer or own organisation regarding the provision of SAP solutions within negotiated contractual obligations for a medium sized program or group of projects.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time and meet agreed customer requirements.
- Establishing SAP project plans for approval by the customer/business.
- Controlling system design and SAP project planning activities related to systems development.
- Managing the various phases of SAP projects including requirements analysis, system design, specification, development, testing and implementation.
- Managing the implementation of developed SAP systems.
- Ensuring that business solutions are achieved and are consistent with corporate goals.
- Providing guidance and support in decision making processes between customers/business and SAP project teams.

Key skills

- Sound understanding and application of Project Management competencies including scope, time, cost, quality, HR, communication, risk, procurement, and integration.
- Effective in working with and influencing executive level management.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills.
- Ability to lead and manage professional staff, contractors and teams.
- Experienced with SAP project management methodology.
- Expertise in several modules of SAP.
- Ability to meet tight schedules and cost targets without compromising business requirements.
- Sound understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Financial literacy to forecast and manage project budgets.

Internal contacts

Senior Management, SAP Project team, Technical Support staff, Sales Management staff.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level qualifications coupled with at least 10 - 15 years of experience in information technology, systems integration, consulting or development. At least 3 years SAP project implementation experience and/or systems integration project management experience.

Other comments

Typically manages mid size SAP contracts (e.g. over $3M - $6M) that can run between 6 and 12 months long and also

coordinates the activities of a range of suppliers. Alternative Reference: "K4" Project Manager. Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**SAP Project Manager (Small)**
Position code:	**Aon.ITC.45151.5**
Level:	**5**

Responsible for

Planning, directing and coordinating business activities to develop user requirements, design and implement SAP solutions that meet customer/business needs and satisfy time/cost restraints and company/contract budget requirements.

Report to

Corporate Professional Services Manager, Program Director.

Supervises

SAP Project/Implementation Consultants.

Main activities

- Liaising with senior staff within customer or own organisation regarding the provision of SAP solutions within negotiated contractual obligations for a small sized program or group of projects.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Establishing SAP project plans for approval by the customer/business.
- Controlling system design and SAP project planning activities related to systems development.
- Managing the various phases of SAP projects including requirements analysis, system design, specification, development, testing and implementation.
- Managing the implementation of developed SAP systems.
- Ensuring that business solutions are achieved and are consistent with corporate goals.
- Providing guidance and support in decision making processes between customers/business and SAP project teams.

Key skills

- Sound understanding and application of Project Management competencies including scope, time, cost, quality, HR, communication, risk, procurement, and integration.
- Effective in working with and influencing senior management.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills.
- Ability to lead and manage professional staff, contractors and teams.
- Experienced with SAP project management methodology.
- Expertise in several modules of SAP.
- Ability to meet tight schedules and cost targets without compromising business requirements.
- Sound understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Financial literacy to forecast and manage project budgets.

Internal contacts

Senior Management, SAP Project team, Technical Support Staff, Sales Management staff.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level qualifications coupled with at least 5 years of experience in information technology, systems integration, consulting or development. At least 3 years SAP project implementation experience and/or systems integration project management.

Other comments

Typically manages teams on small lower value projects (e.g. less than $3M) - often running for less than 6 months - may also

act as a prime contractor coordinating the activities of a small range of suppliers. Alternative Reference: "K4" Project Manager. Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

Position Description

Position title:	**Chief Information Security Officer**
Position code:	**Aon.EXS.85017.7**
Level:	**7**

Responsible for

Providing overall strategic direction and management of all aspects of organisational security.

Report to

May report either direct to CEO or Chief Information Officer (CIO) depending on organisational structure.

Supervises

All IT Security employees.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Establishing the organisation's overall security strategy and overseeing development of associated policy for implementation.
- Establishing and driving implementation of security strategies for infrastructure, applications and physical workspace.
- Managing the organisation's IT Security operational and development expenditures within budget.
- Providing high level advice to the organisation's disaster recovery and contingency planning functions.
- Maintaining an up-to-date knowledge of potential threats to IT Security.
- Overseeing the management and reporting of the ongoing security audit process.

Key skills

- Understanding of all technical components of IT Security, including Encryption, Firewalls, Internet & Software Security.
- Understanding of all legislation influencing IT Security.
- Excellent communication skills, both written and verbal.
- Demonstrated leadership and people management skills.
- Excellent attention to detail.

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 level qualifications.

Other comments

Position Description

Position title:	**Information Security Director**
Position code:	**Aon.EXS.85018.6**
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 - Aon.EXS.85017.7

Position Description

Position title:	**IT Security Manager**
Position code:	**Aon.ITC.45028.5**
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, Chief Information Officer, General Manager.

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 & Vendors, External Consultants.

Typical experience

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

This role focuses predominantly on IT Security. Please refer to Position Code Aon.ITC.45027.5: IT Risk Manager in the 'IT Risk Management' sub job family if your position specialises specifically on IT Risk Management.

Position Description

Position title:	**Digital Forensics Manager**
Position code:	**Aon.ITC.45012.5**
Level:	**5**

Responsible for

Providing people leadership and task management to deliver on activities for cyber-crime detection/digital forensics 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.
- Manage the response & mitigation of cyber-crime incidents on 24/7 basis.
- 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.
- Presents data evidence from computers and other digital media related to cyber-crimes.
- Manages implementation of internal procedures to identify, collect and preserve electronic evidence for internal and external investigation teams.
- Works with IT security team to manage data collection, preservation and forensic analysis in the event of a cyber-security investigation.
- Make recommendations to mitigate the malware threat to the organisation and its customers.
- Stay abreast of new cyber-crime threats and their potential impact on the organisation.
- Responsible for providing reports, feedback and court testimony.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Assist the business to understand and respond to cyber-crime incidents.
- Manage the day to day performance of security investigations.
- May interface with external entities including law enforcement, federal intelligence and other government agencies.

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

10 + years working in Information Technology, with 5+ years in Security, 3+ years in management leadership role, coupled with suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience), Security CISSP and/or GIAC certifications.

Other comments

Position Description

Position title:	**Digital Forensics Lead Specialist**
Position code:	**Aon.ITC.45112.5**
Level:	**5**

Responsible for

Developing and executing the activities for cyber-crime detection/digital forensics 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 cyber-crime and security threats. Providing Subject Matter Expert (SME) knowledge in incident response events.

Report to

Digital Forensics Manager.

Supervises

Digital Forensics Specialist, Senior Security Consultants and Security Consultants.

Main activities

- Respond to and monitor alerts on 24/7 basis for cyber-crime 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 cyber-crime threats and their potential impact to the organisation.
- Present on cyber-crime threats and assist the business to understand and respond to cyber-crime incidents.
- Provide SME inputs to security and business strategies.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Practice industry standard and best-practice computer forensic methodologies and procedures.
- Finding contacts and alternate information sources where data is not available.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- May interface with external entities including law enforcement, federal intelligence and other government agencies.

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

Business Unit Managers, IT Security teams and IT employees at all levels of seniority.

External contacts

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

Typical experience

5+ years working in IT, with 3+ years in security, coupled with Security CISSP and/or GIAC certifications, computer forensics certification e.g. Access Data Certified Examiner, Encase Certified Examiner (ENCE).Suitable tertiary qualifications in

technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience),

Other comments

Position Description

Position title:	**Senior Digital Forensics Specialist**
Position code:	**Aon.ITC.45012.4**
Level:	**4**

Responsible for

Executing activities for cyber-crime detection/digital forensics and response. Performing technical investigations and computer forensics. Working with more senior team members in developing innovative solutions to existing and emerging cyber-crime threats.

Report to

Digital Forensics Manager.

Supervises

Security Consultants and other senior consultants.

Main activities

- Respond to and monitor alerts on 24/7 basis for cyber-crime incidents.
- Provides expert technical advice and testimony during information security investigations.
- Presents data evidence from computers and other digital media related to cyber-crimes.
- Implements internal procedures to identify, collect and preserve electronic evidence for internal and external investigation teams.
- Works with IT security team to manage data collection, preservation and forensic analysis in the event of a cyber-security investigation.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Responsible for providing reports, feedback and court testimony.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- May interface with external entities including law enforcement, federal intelligence and other government agencies.

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 cyber-crime, 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

Business Unit Managers, IT Security teams and IT employees at all levels of seniority.

External contacts

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

Typical experience

5+ years working in IT, with 1+ years security experience, coupled with Security CISSP and/or GIAC certifications.Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience),

Other comments

Position Description

Position title:	**Digital Forensics Specialist**
Position code:	**Aon.ITC.45012.3**
Level:	**3**

Responsible for

Executing activities for cyber-crime detection/digital forensics and response. Performing technical investigations and computer forensics. Working with more senior team members in developing innovative solutions to existing and emerging cyber-crime threats.

Report to

Digital Forensics Manager.

Supervises

No direct reports.

Main activities

- Respond to and monitor alerts on 24/7 basis for cyber-crime incidents.
- Provides expert technical advice and testimony during information security investigations.
- Presents data evidence from computers and other digital media related to cyber-crimes.
- Follow guides to identify, collect and preserve electronic evidence for internal and external investigation teams.
- Works with IT security team to manage data collection, preservation and forensic analysis in the event of a cyber-security investigation.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Responsible for providing reports, feedback and court testimony.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- May interface with external entities including law enforcement, federal intelligence and other government agencies.

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

Business Unit Managers, IT Security teams and IT employees at all levels of seniority.

External contacts

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

Typical experience

2+ years experience in IT, with 1+ years in security, coupled with Security CISSP and/or GIAC certifications.Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience),

Other comments

Position Description

Position title:	**Junior Digital Forensics Specialist**
Position code:	**Aon.ITC.45012.2**
Level:	**2**

Responsible for

Executing the activities for cyber-crime detection/digital forensics and response including performing technical investigations under supervision.

Report to

Digital Forensics Manager.

Supervises

No direct reports.

Main activities

- Respond to and monitor alerts on 24/7 basis for cyber-crime incidents with direct supervision
- Presents data evidence from computers and other digital media related to cyber-crimes.
- Follow step by step guides to identify, collect and preserve electronic evidence for internal and external investigation teams.
- Works with IT security team to manage data collection, preservation and forensic analysis in the event of a cyber-security investigation.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Responsible for providing reports, feedback and court testimony.
- 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

Business Unit Managers, IT Security teams and IT employees at all levels of seniority.

External contacts

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

Typical experience

1+ years experience in IT, knowledge in web pages and coding and developer skills, coupled with suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent industry experience),

Other comments

Position Description

Position title:	**Incident Response/Problem Management Team Leader**
Position code:	**Aon.ITC.45023.4**
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:	**Incident Response/Problem Management Consultant**
Position code:	**Aon.ITC.45023.3**
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:	**Disaster Recovery / Business Continuity Manager**
Position code:	**Aon.ITC.45228.5**
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 7+ years experience 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 / Business Continuity Specialist**
Position code:	**Aon.ITC.45228.4**
Level:	**4**

Responsible for

Developing, planning, testing and administering the organisation's Disaster Recovery plans and procedures.

Report to

Chief Security Officer, General 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 and power outages.
- Coordinating regular emergency procedure drills and audits to ensure readiness of disaster recovery plans.

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

10+ years of experience in commercial IT, with 5 - 7 years experience 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 Consultant.

Position Description

Position title:	**Senior IT Risk Manager**
Position code:	**Aon.ITC.45027.6**
Level:	**6**

Responsible for

Oversees the development, evaluation and implementation of governance, risk and compliance and processes to mitigate cybersecurity risk and ensure protection of company and allied assets and information.

Report to

Chief Security Officer (CSO), IT Operations Manager, may report outside of IT in some organisational structures.

Supervises

Risk Managers, Risk analysts and other IT staff

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
- Consults with business and technical leadership to ensure that data, processes and technology are designed for data protection and compliance
- Co-ordination and potentially implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- Co-ordination 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.
- Oversees information security risk assessments and compliance audits; directs the development and operational effectiveness of IT security controls.
- Monitors investigations and documentation of cybersecurity compliance issues and incidents.
- Reviews information security risk findings and non-compliance with business leaders and proposes solutions to mitigate risks.
- Selects, develops and evaluates personnel to ensure the efficient operation of the function.

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 & 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

10+ years of experience in commercial IT, with 7+ years of experience in commercial IT audit/risk management, coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**IT Risk Manager**
Position code:	**Aon.ITC.45027.5**
Level:	**5**

Responsible for

Develops, evaluates and implements governance, risk and compliance processes to mitigate IT&T risk and ensure protection of company and allied assets and information 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
- Co-ordination and potentially implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- Co-ordination 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 & 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

10+ years of experience in commercial IT, with 5-7 years of experience in commercial IT audit/risk management, coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**Senior IT Risk Analyst**
Position code:	**Aon.ITC.45027.4**
Level:	**4**

Responsible for

Develops and evaluates compliance with programs and processes to mitigate IT risk and ensure protection of company and allied assets and information

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. SOX, HIPAA, PCI DSS) 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, with 3-5 years of experience in commercial IT audit/risk management, coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**IT Risk Analyst**
Position code:	**Aon.ITC.45027.3**
Level:	**3**

Responsible for

Assisting with the measurement, analysis and awareness 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, with 2-3 years of experience in commercial IT audit/risk management, coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**Principal IT Security Operations/Risk Assessment Consultant**
Position code:	**Aon.ITC.45036.5**
Level:	**5**

Responsible for

The detection and prevention of cyber threats to an organisation (software, hardware and networks). Has significant input into technical direction of the IT security team and leads strategic decisions.

Report to

Information Security Director or Chief Information Security Officer (CISO)

Supervises

IT Security Operations/Risk Assessment Consultants

Main activities

- Influencing proper IS resources and security controls are appropriately applied throughout the system/continual monitoring lifecycle
- Guiding the development of security policies, procedures and standards.
- Inspect and evaluate financial and information systems, management procedures and security controls
- Guiding the development of efficiency, effective and compliant operating processes
- Review or interview personnel to establish security risks and complications
- Assess the exposures resulting from ineffective or missing control practices
- Weigh the relevancy, accuracy and perspective of conclusions against audit evidence
- 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

- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team
- Working knowledge of regulatory and industry data security standards (e.g. FFIEC, HIPAA, PCI, NERC, SOX, NIST, EU/Safe Harbor and GLBA)
- Capable in Windows, UNIX iOS, and/or Linux operating systems
- Understanding of different databases (MSSQL, ORACLE, etc.)
- Knowledge of C, C++, C#, Java and/or PHP programming languages
- Proficient in Fidelis, ArcSight, Niksun, Websense, ProofPoint, BlueCoat and/or similar auditing and network defense tools
- Understanding of firewall and intrusion detection/prevention protocols

Internal contacts

Senior Management

External contacts

Suppliers & Vendors, External Consultants

Typical experience

10+ years of experience in general IT experience, with 5+ years IT security experience, coupled with relevant tertiary qualifications

Other comments

Position Description

Position title:	**Senior IT Security Operations/Risk Assessment Consultant**
Position code:	**Aon.ITC.45036.4**
Level:	**4**

Responsible for

The detection and prevention of cyber threats to an organisation. Ferreting out the weaknesses of related infrastructure (software, hardware and networks) and finding creative ways to protect it.

Report to

IT Security Manager

Supervises

May Mentor Junior IT Security Operations/Risk Assessment Consultants

Main activities

- Providing information cyber assessment and authorisational support, vulnerability management and enhancing information security (IS) awareness,
- Ensuring proper IS resources and security controls are appropriately applied throughout the system/continual monitoring lifecycle
- Develop security audits across the organization
- Evaluate the efficiency, effectiveness and compliance of operation processes with corporate security policies and related government regulations
- Develop and administer risk-focused exams for IT systems
- Review or interview personnel to establish security risks and complications
- Execute and properly document the audit process on a variety of computing environments and computer applications
- Assess the exposures resulting from ineffective or missing control practices
- Weigh the relevancy, accuracy and perspective of conclusions against audit evidence
- 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

- Working knowledge of regulatory and industry data security standards (e.g. FFIEC, HIPAA, PCI, NERC, SOX, NIST, EU/Safe Harbor and GLBA)
- Capable in Windows, UNIX iOS, and/or Linux operating systems
- Understanding of different databases (MSSQL, ORACLE, etc.)
- Knowledge of C, C++, C#, Java and/or PHP programming languages
- Proficient in Fidelis, ArcSight, Niksun, Websense, ProofPoint, BlueCoat and/or similar auditing and network defense tools
- Understanding of firewall and intrusion detection/prevention protocols
- Strong written and verbal skills
- Ability to communicate complex analysis in a clear, precise, and actionable manner

Internal contacts

Security Architects, Consultants, Platform Developers, Application Developers.

External contacts

IT Security / systems integration product vendors

Typical experience

5 - 7 years of experience in general IT experience, with 3+ years IT security experience, coupled with relevant tertiary qualifications

Other comments

Position Description

Position title:	**IT Security Operations/Risk Assessment Consultant**
Position code:	**Aon.ITC.45036.3**
Level:	**3**

Responsible for

The detection and prevention of cyber threats to an organisation. Ferreting out the weaknesses of related infrastructure (software, hardware and networks) and finding creative ways to protect it.

Report to

IT Security Manager

Supervises

No supervisory activities

Main activities

- Providing information cyber assessment and authorisational support, vulnerability management and enhancing information security (IS) awareness,
- Ensuring proper IS resources and security controls are appropriately applied throughout the system/continual monitoring lifecycle
- Participate in security audits across an organization
- Inspect and evaluate information systems, management procedures and security controls
- Evaluate the efficiency, effectiveness and compliance of operation processes with corporate security policies and related government regulations
- Administer risk-focused exams for IT systems
- Review or interview personnel to establish security risks and complications
- Assess the exposures resulting from ineffective or missing control practices
- Weigh the relevancy, accuracy and perspective of conclusions against audit evidence
- Develop recommendations to improve security on all levels
- Collaborate with departments to improve security compliance, manage risk and bolster effectiveness

Key skills

- Working knowledge of regulatory and industry data security standards (e.g. FFIEC, HIPAA, PCI, NERC, SOX, NIST, EU/Safe Harbor and GLBA)
- Capable in Windows, UNIX, iOS, and/or Linux operating systems
- Understanding of different databases (MSSQL, ORACLE, etc.)
- Knowledge of C, C++, C#, Java and/or PHP programming languages
- Proficient in Fidelis, ArcSight, Niksun, Websense, ProofPoint, BlueCoat and/or similar auditing and network defense tools
- Understanding of firewall and intrusion detection/prevention protocols
- Strong written and verbal skills

Internal contacts

Security Architects, Consultants, Platform Developers, Application Developers.

External contacts

IT Security / systems integration product vendors

Typical experience

3 - 5 years of experience in general IT experience, with 2+ years IT security experience, coupled with relevant tertiary qualifications

Other comments

Position Description

Position title:	**Identity & Access Manager**
Position code:	**Aon.ITC.45129.5**
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:	**Aon.ITC.45129.4**
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:	**Aon.ITC.45128.3**
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:	**Aon.ITC.45028.2**
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:	**Principal IT Security Consultant**
Position code:	**Aon.ITC.46028.5**
Level:	**5**

Responsible for

Providing the organisation with expertise on all aspects of Information Security to ensure that the organisation is protected against current and emerging Information Security threats with the right policies, procedures and standards in place.

Report to

Chief Security Officer, Chief Information Officer, General Manager.

Supervises

Typically an autonomous, standalone position. May mentor IT Security Consultants.

Main activities

- Influencing the IT security of the organisation's information systems and networks.
- Guiding the development 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.
- Ensuring ongoing effectiveness of the organisation's change management function.

Key skills

- In-depth knowledge of Information Security principles and practices.
- Thorough, expert knowledge of information systems, operating systems, databases and networking.
- Competent consulting skill.
- Ability to guide and influence the senior management.
- Expertise of the legalities of data and physical security systems, together with skills in management, work scheduling and coordination.

Internal contacts

Senior Management.

External contacts

Suppliers & Vendors, External Consultants.

Typical experience

10+ years experience in IT, with 5 years experience specialising in Information Security, Risk Management or Audit coupled with relevant formal education or certification.

Other comments

This role focuses predominantly on IT Security.

Position Description

Position title:	**IT Security Senior Consultant**
Position code:	**Aon.ITC.45028.4**
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

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

Position Description

Position title:	**IT Security Consultant**
Position code:	**Aon.ITC.45028.3**
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

- Implementing security technologies under the direction of the IT Security Manager.
- 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.
- Identifying business risks/vulnerabilities and suggesting enhancements to existing security products.
- 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, VPN's, 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

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:	**Aon.ITC.45128.2**
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:	**Penetration Testing Manager**
Position code:	**Aon.ITC.45308.5**
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:	**Aon.ITC.45308.4**
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 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

- 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

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. 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 - Aon.ITC.45711.4

Position Description

Position title:	**Penetration Tester**
Position code:	**Aon.ITC.45308.3**
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 - Aon.ITC.45711.3

Position Description

Position title:	**Cryptographer/Cryptologist**
Position code:	**Aon.ITC.45701.4**
Level:	**4**

Responsible for

Uses encryption to secure information and build security software. Also works to develop strong encryption algorithms

Report to

IT Security Manager

Supervises

May mentor Cryptanalysts

Main activities

- Protect important information from interception, copying, modification and/or deletion
- Evaluate, analyse and target weaknesses in cryptographic security systems and algorithms
- Design robust security systems to prevent vulnerabilities
- Develop statistical and mathematical models to analyse data and solve security problems
- Test computational models for reliability and accuracy
- Investigate, research and test new cryptology theories and applications
- Probe for weaknesses in communication lines (e.g. wireless network, secure telephone, cellphones, email, etc.)
- Ensure financial data (e.g. credit card, inter-bank, ATM, online transactions, etc.) are securely encrypted and accessible only to authorized users
- Ensure message transmission data (e.g. wireless network, secure telephone, cellphones, email, etc.) are not illegally accessed or altered in transit
- Decode cryptic messages and coding systems for military, political and/or law enforcement agencies
- Develop and update methods for efficient handling of cryptic processes
- Provide technical support to government, businesses and industry to solve security-related issues
- Advise colleagues and research staff on cryptical/mathematical methods and applications

Key skills

- Proficient in computer architecture, data structures and algorithms
- Excellent linear/matrix algebra and/or discrete mathematics skills
- Knowledge of C, C++, Python, Java and similar programming languages
- Principles of symmetric cryptography skills (e.g. symmetric encryption, hash functions, message authentication codes (MAC), etc.)
- Principles of asymmetric cryptography skills (asymmetric encryption, key exchange, digital signatures, etc.)
- A strong ethical core and judgement skills
- Excellent problem solving skills
- Knowledge of probability theory, information theory, complexity theory and number theory

Internal contacts

Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security

External contacts

External Auditors, Vendors

Typical experience

5+ years IT experience, with 2-3 years experience in cryptography, coupled with a bachelor's degree in Mathematics, Computer Science, Computer Engineering or a related discipline. CES certification (Certified Encryption Specialist)

Other comments

Position Description

Position title:	**Cryptanalyst**
Position code:	**Aon.ITC.45701.3**
Level:	**3**

Responsible for

Analyses encrypted information to 'break the code/ cipher' to determine the purpose of malicious software

Report to

IT Security Manager

Supervises

No supervisory responsibilities

Main activities

- Evaluate, analyze and target weaknesses in cryptographic security systems and algorithms
- Develop statistical and mathematical models to analyze data and solve security problems
- Test computational models for reliability and accuracy
- Investigate, research and test new cryptology theories and applications
- Probe for weaknesses in communication lines (e.g. wireless network, secure telephone, cellphones, email, etc.)
- Ensure financial data (e.g. credit card, inter-bank, ATM, online transactions, etc.) are securely encrypted and accessible only to authorized users
- Decode cryptic messages and coding systems for military, political and/or law enforcement agencies
- Provide technical support to government, businesses and industry to solve security-related issues
- Advise colleagues and research staff on cryptical/mathematical methods and applications

Key skills

- Proficient in computer architecture, data structures and algorithms
- Knowledge of linear/matrix algebra and/or discrete mathematics
- Principles of symmetric cryptography skills (e.g. symmetric encryption, hash functions, message authentication codes (MAC), etc.)
- Principles of asymmetric cryptography skills (asymmetric encryption, key exchange, digital signatures, etc.)
- A strong ethical core and judgement skills
- Excellent problem solving skills
- Proficient in probability theory, information theory, complexity theory and number theory
- Knowledge of C, C++, Python, Java and similar programming languages

Internal contacts

Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security

External contacts

External Auditors, Vendors

Typical experience

3+ years experience in IT, coupled with a bachelor's degree in Mathematics, Computer Science, Computer Engineering or a related discipline. CES certification (Certified Encryption Specialist)

Other comments

Other titles include Data decoder, Message Decoder, Signals Analyst.

Position Description

Position title:	**IT Support Manager**
Position code:	**Aon.ITC.45032.5**
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

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

Supervises

Helpdesk Manager, Desktop Support Manager, IT Training Manager.

Main activities

- Establishing service level agreements for IT support and implementing programs to achieve objectives.
- Monitoring IT support performance against service level agreements and presenting associated performance reports to Senior Management.
- Managing and coordinating IT support staff, including workload management, task allocation and professional development.
- Establishing quality systems, policies and procedures to ensure seamless IT support is provided to all users.
- Ensuring seamless communication/escalation procedures are established and maintained between Helpdesk, Desktop Support and Infrastructure employees.
- Monitoring IT Support expenses and reporting any variances against budget to Senior Management.
- Ensuring the necessary IT training and education services are provided to end users.
- Participating in corporate change control procedures and methodologies.
- Working in conjunction with project managers to coordinate the continual upgrading of IT systems
- Maintaining an up to date knowledge of emerging technologies and their potential application to IT Support in the organisation.

Key skills

- Strong experience in managing corporate IT Support at all levels.
- Strong understanding of technical issue resolution workflow and systems.
- Excellent communication skills, both written and verbal.
- Ability to interact in a professional manner and build relationships with a broad range of people.
- Absolute focus on service to users.
- Excellent people management and leadership skills.
- Ability to manage multiple staff and prioritise work

Internal contacts

User Groups, Applications Groups, Systems Specialists.

External contacts

Suppliers/Vendors.

Typical experience

8 - 10 years of experience in IT Support, with several years of management experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Desktop Support Manager**
Position code:	**Aon.ITC.45068.5**
Level:	**5**

Responsible for

Managing and coordinating all aspects of Desktop Support (2nd level) to end users.

Report to

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

Supervises

Desktop/Network 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

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:	**Aon.ITC.45015.4**
Level:	**4**

Responsible for

Mentoring and leading the second level Desktop Support employees.

Report to

Desktop/Network Support Manager.

Supervises

Desktop/Network 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:	**Aon.ITC.45068.3**
Level:	**3**

Responsible for

Providing Desktop support to users associated with operating installed hardware and software according to Service Level Agreements.

Report to

Desktop/Network 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

3 - 5 years of relevant IT Support experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Desktop Support Analyst**
Position code:	**Aon.ITC.45068.2**
Level:	**2**

Responsible for

Providing second level Desktop support to users associated with operating installed hardware and software.

Report to

Desktop/Network 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:	**Aon.ITC.45015.1**
Level:	**1**

Responsible for

Providing basic second level Desktop support to users associated with operating installed hardware and software.

Report to

Desktop/Network 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:	**Aon.ITC.45020.4**
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 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/LAN Support.

External contacts

Suppliers of third level support.

Typical experience

5 - 7 years experience in IT Support, with 2+ years as a Helpdesk Team Leader.

Other comments

Position Description

Position title:	**Helpdesk Team Leader**
Position code:	**Aon.ITC.45168.3**
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/LAN Support.

External contacts

Suppliers of third level support.

Typical experience

3+ years experience in an IT Support environment coupled with relevant IT qualifications.

Other comments

Position Description

Position title:	**Advanced Helpdesk Specialist - Specialised Support**
Position code:	**Aon.ITC.45002.3**
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

5 - 7 years of Technical Support experience with 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:	**Senior Helpdesk Operator**
Position code:	**Aon.ITC.45168.2**
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 Operators.

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

2+ years experience in IT Support coupled with relevant IT qualifications.

Other comments

Alternative Title: Senior Helpdesk Officer.

Position Description

Position title:	**Helpdesk Operator**
Position code:	**Aon.ITC.45068.1**
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:	**Aon.ITC.45029.4**
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

5+ years of general IT experience 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 Manager. IT Learning & Development Manager

Position Description

Position title:	**IT Training Officer**
Position code:	**Aon.ITC.45029.3**
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

2 - 3 years of general IT experience 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:	**Graduate - Technical (1-2 years)**
Position code:	**Aon.GRD.80030.1**
Level:	**1**

Responsible for

Undertaking activities of a limited scope under close supervision within a Technical Job Family (eg. IT, Research & 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

Typically will have 1 year experience in a technical graduate role, coupled with a technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) tertiary qualification.

Other comments

This role is suitable for graduate employees who are in their second year of a 2 year graduate program.

Position Description

Position title:	**Graduate - Technical (Entry Level <1 year)**
Position code:	**Aon.GRD.80020.1**
Level:	**1**

Responsible for

Undertaking activities of a limited scope under close supervision within a Technical Job Family (eg. IT, Research & 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

Typically will have little or no related experience, but hold a technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) tertiary qualification.

Other comments

This role is suitable for graduate employees who are in their first year of employment.