Corporate IT Remuneration Report (New Zealand)

Position descriptions | September 2019

Position Families:

Position Family: Applications Services

.NET

.NET Senior Developer	32125
.NET Developer	32130
.NET Junior Developer	32135

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Developer	18075
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Database Administrator	32110
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[NEW] Senior Database Engineer	32121
[NEW] Database Engineer	32120

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Data Analyst	32065

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[NEW] Principal DevOps Engineer	32200
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Digital/Online Developer	18310
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Position Family: Applications Services

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Peoplesoft Senior Developer	32150
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Systems Analysis

Technical Consultant - Applications Development	18055
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Systems Analyst	18065

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Senior Technical Writer	32040
Technical Writer	32045

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Senior Test Manager	18095
Test Manager	18100
Senior Test Analyst	18105
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Position Family: Applications Services

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Senior User Experience Designer	32180
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[NEW] Senior Security Architect	33028
Security Architect	33018
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IT Operations Management

IT Operations Manager	33005

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Network Engineering Manager	33025
Senior Network Engineer	33030
Network Engineer	33035
Trainee Network Engineer	33040

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Team Leader - Systems Administrator/Applications Support	18209
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Senior Systems Developer	18130
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Voice Communications Engineer	33045
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Cybercrime Investigations Manager	33200
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IT Governance, Risk & Compliance

IT Risk Manager	36025
[NEW] Senior IT Risk Analyst	36030
IT Risk Analyst	36035

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IT Security - Manager	33070
IT Security - Senior Consultant	33075
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IT Security - Analyst	33090
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Disaster Recovery Manager	33099
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[NEW] Incident Response/Problem Management Team Leader	33350
[NEW] Incident Response/Problem Management Consultant	33345

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[NEW] Ethical Hacker/Penetration Testing Manager	33103
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Position Family: IT Support

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Advanced Helpdesk Specialist - Specialised Support	18175

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Desktop Support Manager	18150
Desktop Support Team Leader	18155
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Trainee Desktop Support Analyst	18170

Helpdesk

Helpdesk Manager	18180
Helpdesk Team Leader	18185
Senior Helpdesk Support	18190
Helpdesk Support	18195

IT Training

IT Training Manager	34005
IT Training Officer	34010

Management

IT Support Manager	18145

Quality Assurance

Quality Assurance Manager	34015
Senior Quality Assurance Analyst	34020
Quality Assurance Analyst	34025

Position Family: Operations

Computer Operations Support

Senior Operations Support Analyst   18255

Operations Support Analyst   18260

Data Centre

Data Centre Manager   18225

Shift Manager   18230

Shift Team Leader   18235

Senior Data Centre Operator   18240

Data Centre Operator   18245

Junior Data Centre Operator   18250

Position Family: Other Specialists

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Assets & Configuration Manager	36005
[NEW] Asset & Configuration Consultant	36004

IT Asset Management

IT Asset Manager	36020

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Position Family: Professional Services

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Team Leader - Incident/ Problem Management	35015
Incident/Problem Consultant	35020

IT Relationship/Account Management

Senior IT Relationship/Account Manager	35005
IT Relationship/Account Manager	35010
Relationship Manager	35025

Supplier / Contracts Management

IT Commercial Manager	35030
Senior Commercial Analyst	35035
Commercial Analyst	35040

Position Family: Project Management

Business Analysis

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

Change Control

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

Project Management

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

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

Scrum Master

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

Position Family: Senior IT Management

[NEW] Chief Information Officer	10090
Chief Technology Officer	10110
IT General Manager (Business Unit/Region)	31003
General Manager - Applications Services	31005
General Manager - IT Services/Infrastructure	31010
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Chief Information Security Officer	33065
IT Manager (Business Unit/Region)	18005
Management Information Systems Manager	18010
General Manager - IT Outsourcing	18013
[NEW] Chief Data Officer	32900

Position Description

Position title:	**.NET Senior Developer**
Position code:	**32125**
Level:	**4**

Responsible for

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

Report to

Project Manager, Project Team Leader.

Supervises

May mentor .NET developers.

Main activities

- Designing, coding, testing and installing .NET applications across multiple platforms.
- Developing operating and system documentation.
- Working with users to evaluate IT applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Advanced skills and knowledge of the .NET language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.
- Advanced .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Ability to understand the essential needs of users and meet these in well-designed programs.
- Good skills in time and resource management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

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

Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer. Please match Applications Team Leaders to Position Code 13 - Project Team Leader - Applications.

Position Description

Position title:	**.NET Developer**
Position code:	**32130**
Level:	**3**

Responsible for

Designing, developing and maintaining .NET applications.

Report to

Project Manager, Project Team Leader, Senior Developers

Supervises

No supervisory responsibilities.

Main activities

- Designing, coding, testing and installing .NET applications programs up to 75% of the time across multiple platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

Key skills

- Developed skills in the .NET language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.
- Developed .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

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

Other comments

Alternative Title: Software Developer, Applications Developer.

Position Description

Position title:	**.NET Junior Developer**
Position code:	**32135**
Level:	**2**

Responsible for

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

Report to

Project Manager, Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing .NET applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

Key skills

- Developed skills in the .NET language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising ODBC interface.
- Solid documentation skills.

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and software suppliers, external software specialists and consultants.

Typical experience

3+ years of experience in programming in a large IT site, coupled with tertiary qualifications in Computer Science.

Other comments

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

Position Description

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

Responsible for

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

Report to

General Manager - Application Services.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Project Manager, Divisional Manager - Business Unit

Supervises

May mentor Developers.

Main activities

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

Key skills

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

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

General Manager - Applications Services.

Supervises

Senior Analyst Programmer, Analyst Programmer, Programmer, Associate Programmer.

Main activities

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

Key skills

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

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Project Manager, Applications Development Team Leader

Supervises

May mentor Analyst Programmers.

Main activities

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

Key skills

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

Internal contacts

Users and User groups, Development Team Members.

External contacts

Vendors of Hardware and Software.

Typical experience

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

Other comments

Alternative Titles: Technician; Applications Supervisor; Systems Analyst.

Position Description

Position title:	**Developer**
Position code:	**18075**
Level:	**3**

Responsible for

Developing and maintaining applications software.

Report to

Project Leader, Applications Development Team Leader

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of Hardware and Software.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Project Manager, Applications Development Team Leader or Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and Software Suppliers, External Software Specialists and Consultants.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Project Team Leader, Senior Developer.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Project Leader, Developers.

External contacts

Very limited contact with external contacts.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

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

Supervises

A team of Database Administrators.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Vendors of Hardware and Software.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Database Manager

Supervises

Senior DBA's & DBA's

Main activities

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

Key skills

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

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

External suppliers, vendors, distributors, service providers and contractors

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Database Manager.

Supervises

May mentor Trainee DBAs.

Main activities

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

Key skills

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

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Database Manager.

Supervises

No supervisory responsibilities.

Main activities

• Installing and configuring Database systems, patches and upgrades.

• Implementing new Databases and associated objects.

• Monitoring and reporting on Database service availability.

• Managing the development, testing and production Database environments.

• Conducting all aspects of capacity planning, performance monitoring and tuning of relational databases.

• Implementing and auditing Database security.

• Performing backup and recovery of corporate databases.

• Liaising with application users to confirm requirements for system, backup and other requirements.

• Contributing to the development of policies and procedures governing corporate Database operations and related issues.

Key skills

• Well developed skills in one or more major corporate Databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.

• Well developed skills in associated Database programming languages such as PL/SQL, SQL, CICS etc.

• Well developed skills in one or more major operating system platforms such as NT, Unix, Linux etc

• Good understanding of the business information needs of the organisation.

• Effective trouble-shooter.

• Good communication skills.

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Database Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

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

Other comments

Position Description

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

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

Report to
Data Engineering Manager.

Supervises
May mentor more junior database engineers

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

Key skills
- Strong analytical and problem solving skills.
- Interpersonal and communication skills.
- Demonstrated skills in Windows programming languages e.g. VBScript, XML, Java, etc.
- Experience working with relational databases such as SQL, PL/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:	**32120**
Level:	**3**

Responsible for

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

Report to

Data Engineering Manager.

Supervises

None.

Main activities

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

Key skills

- Analytical and problem solving skills.
- Interpersonal and communication skills.
- Demonstrated skills in Windows programming languages e.g. VBScript, XML, Java, etc.
- Experience working with relational databases such as SQL, PL/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:	**Senior Data Engineer**
Position code:	**31990**
Level:	**4**

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Big data / systems integration product vendors

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

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

Supervises

No formal supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Big data / systems integration product vendors

Typical experience

At least 5-7 years of experience in commercial Information Technology coupled with tertiary qualifications (may be at Masters level) in Computer Science or a related discipline.

Other comments

Position Description

Position title:	**Datawarehousing/BI Manager**
Position code:	**32050**
Level:	**5**

Responsible for

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

Report to

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

Supervises

A team of Datawarehousing/Business Intelligence Specialists.

Main activities

- Managing teams of Database staff on multiple tasks or projects, subject to skills.
- Testing, evaluating and/or installing database software and utilities.
- Providing the infrastructure to facilitate effective design, implementation and support of systems using databases.
- Assisting System Developers to design and implement effective Host or Distributed database systems meeting business and operational criteria.
- Developing database/data warehouse strategies to satisfy likely future business and operations strategies, planning complex activities involving coordination of activities of other teams and providing technical leadership for complex projects. Coordinating the implementation of complex changes.
- Assisting other Strategists develop plans that satisfy requirements for database strategy and providing technical guidance on database matters, to DBAs and other teams.
- Communicating with Vendors for technical support and developing and reviewing standards, team processes and documentation.
- Providing ongoing operability of systems using databases (backup, recovery, monitoring, tuning, fallback processes in place and working).
- Providing final level of escalation for Support, and coordinating problem resolution.

Key skills

- Advanced skills in programming languages, operating systems etc. and advanced skills in database design and the use of database packages.
- Management skills and skills in work organisation and scheduling, team leadership and User liaison.
- A good understanding of the business and its information and data management needs.
- In-depth knowledge of large organisations' environment, systems and processes, and their interrelationships.

Internal contacts

User Groups, Applications and Systems Groups.

External contacts

Vendors of Hardware and Software.

Typical experience

At least 12 years of experience in IT, with at least 5 years experience in one specific Mainframe or Distributed database product coupled with strong business understanding and relevant tertiary qualifications.

Other comments

Alternative Title: Business Intelligence Manager.

Position Description

Position title:	**Senior Datawarehousing/BI Consultant**
Position code:	**32055**
Level:	**4**

Responsible for

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

Report to

Senior Database/Datawarehousing Manager.

Supervises

May mentor Datawarehousing Consultants.

Main activities

- Providing consultancy on the use of database software and database design.
- Maintaining and providing production support of corporate datawarehousing applications.
- Ensuring solutions are delivered on time, within cost and in line with agreed quality standards and client requirements.
- Identifying and analysing business requirements and providing the most effective and efficient technical solutions.
- Ensuring the implementation of data analysis/design policies in database design.
- Performing ad hoc and project oriented technical support of an advanced nature associated with the organisation's datawarehousing/business intelligence systems.
- Utilising knowledge in one or more major relational database/datawarehousing applications to resolve support issues.

Key skills

- Well versed in datawarehousing concepts and issues.
- Excellent skills in relational database (RDBMS) administration and associated database management issues.
- A solid working knowledge and understanding of data modelling and datawarehousing principles.
- Excellent knowledge of several datawarehousing applications that may include Oracle, PL/SQL, Unix Scripting, EssBase, Business Objects.
- Conceptual analysis and design ability.
- Proven ability to liaise with both technical employees and business users.

Internal contacts

Database administration, Development Teams, Users of Business Information.

External contacts

Suppliers and Vendors.

Typical experience

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

Other comments

Alternative Title: Senior Business Intelligence Consultant/Analyst.

Position Description

Position title:	**Datawarehousing/BI Consultant**
Position code:	**32060**
Level:	**3**

Responsible for

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

Report to

Senior Database/Datawarehousing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing maintenance and production support of corporate datawarehouse applications.
- Performing ad hoc technical support of a basic to intermediate nature associated with the organisation's datawarehousing/business intelligence systems.
- Participating in process improvement exercises and identifying and analysing business and related requirements and providing the most effective and efficient related business solution.
- Documenting identified business requirements in a suitable form for use within the organisation.
- Utilising knowledge in one or more of the major relational database/datawarehousing applications to resolve support issues.
- Ensuring the implementation of Data Analysis/Design policies in database design.
- Identifying the business and technical impact based on requirements coming through from internal change requests.
- Undertaking testing activities associated with solving issues raised - either through specific identification exercises or via more formal requests.
- Writing and maintaining associated training material - including user manuals and web based training materials.
- Performing overnight batch processing.

Key skills

- Well versed in datawarehousing concepts and issues.
- Well developed skills in relational database (RDBMS) administration and associated database management.
- Good knowledge of one or more datawarehousing applications that may include Oracle, PL/SQL, Unix Scripting, EssBase, Business Objects.
- Good understanding of business database needs.
- Conceptual analysis and design ability.

Internal contacts

User Groups.

External contacts

Hardware and Software Vendors.

Typical experience

At least 3 years technical experience with large scale commercial databases. Tertiary level qualifications in Computer Science or an associated discipline.

Other comments

Alternative Title: Business Intelligence Consultant/Analyst.

Position Description

Position title:	**Senior Data Scientist**
Position code:	**32002**
Level:	**5**

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

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

Supervises

May provide guidance to juniors.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Management, Estimating Manager, Project Teams

External contacts

Operations Manager, Estimating Manager, Office Manager, Project Teams

Typical experience

10+ years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title:	**Data Scientist**
Position code:	**32001**
Level:	**4**

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

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

Supervises

No formal supervisory responsibilities.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large datasets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

At least 7-10 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title:	**Data/BI Analytics Manager**
Position code:	**32061**
Level:	**5**

Responsible for

Plans, manages and controls the activities of a team or teams of analysts that provides business intelligence and analytics to provide insight to decision-makers.

Report to

Supervises

Data/BI Analysts and Senior Data/BI Analysts

Main activities

- Leads initiatives to analyse complex business problems and issues using data from internal and external sources.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Basic knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.

Internal contacts

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

At least 5-7 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for overseeing general data analysis and reporting across the business - individuals responsible for specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Position Description

Position title:	**Senior Data Analyst**
Position code:	**32063**
Level:	**3**

Responsible for

Analysing complex business problems and issues using data from internal and external sources to provide insight to decision-makers.

Report to

Data Warehousing/ BI Manager

Supervises

May mentor more junior Data Analysts.

Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in complex datasets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using advanced statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and datawarehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.
- Developing or contributing to development of security standards, controls, and procedures.
- Responding to security threats (incident management).

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.
- Good interpersonal and consultative skills.
- An understanding of the law as it relates to IT.

Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

External contacts

Research organisations, Statistics NZ, Market Research organisations.

Typical experience

At least 3-5 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Position Description

Position title:	**Data Analyst**
Position code:	**32065**
Level:	**2**

Responsible for

Providing information or data from internal and external sources to customers and management to support business decisions and projects.

Report to

Senior Database/Datawarehousing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Identifying, preparing, analysing and presenting data using computerised technology.
- Responding to requests for information by summarising and analysing internal and external data sources.
- Analysing information using statistical/data analysis techniques.
- Providing guidance and support to business in determining and recommending information needs.
- Providing regular reports to Management summarising business performance.
- Designing and constructing databases to facilitate ongoing generation of specific reports required by the business.
- Liaising with database specialists to develop queries and extract required data from business databases.

Key skills

- Good communication skills, both written and verbal.
- High level of numeracy.
- Knowledge of database software, including MS Access and Excel.
- May have some basic SQL programming skills.
- Basic knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc

Internal contacts

Database Administrators, Database Developers, Sales and Marketing.

External contacts

Research companies, Statistics New Zealand.

Typical experience

Degree qualified in Business, Statistics or a related discipline. At least 1-2 years experience in data/information analysis, design and administration.

Other comments

Whilst this employee typically works within the IT department, they may sit within a relevant business unit (e.g. - Marketing) depending on organisational structure.

Position Description

Position title:	**Principal DevOps Engineer**
Position code:	**32200**
Level:	**5**

Responsible for

Leads the design and build of complex infrastructure, operational processes, and infrastructure automation, creating and improving development and operational capabilities, including: disaster recovery, high systems availability, on-demand scalable solutions, infrastructure monitoring and continuous deployment capabilities.

Report to

Project Manager or DevOps Manager

Supervises

Senior DevOps Engineer, DevOps Engineer

Main activities

- Influence and lead design efforts for the most secure and scalable environments that satisfy both operational and product needs in accordance with corporate guidelines.
- Influence and lead efforts and processes for continuous deployment cycles and on-demand deployments.
- Lead cross-departmental projects and project teams from conception to completion.
- Influence and lead benchmark and performance test efforts, analysis and action plans.
- Drive resolution of issues identified via application and systems monitoring. Resolve emergent service problems and build automated tools to identify/prevent problem recurrence.
- Communicate with key stakeholders on infrastructure, deployments details, etc.
- Lead efforts for project planning and budgetary processes.
- Provide skilled guidance and mentoring for code reviews and code review processes.Mentor, guide, and influence other DevOps and Software Engineers.

Key skills

- Expert skills in a programming language, proficient in managing infrastructure as code.
- Able to lead meetings, clearly communicate technical approach, status, assess and mitigate risk.
- Able to describe technical topics to laymen stakeholders.
- Expert in Web/Cloud based technologies and system administration within cloud and co-located hosting environment.
- Strong experience in database design and development.

Internal contacts

Users, Applications and Systems Team

External contacts

Typical experience

8+ years experience within a DevOps or Operations related field, coupled with Bachelor's and Master's degree in Computer Science.

Other comments

Position Description

Position title:	**Senior DevOps Engineer**
Position code:	**32205**
Level:	**4**

Responsible for

Guiding and implementing automation initiatives dealing with software development, operations and services. Improving communication, collaboration and integration between software developers and IT operations personnel.

Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops

Supervises

None

Main activities

- Influence architectural decisions, implement and manage core infrastructure, develop internal tools and look to automate as many processes as possible.
- Lead and guide other engineers in the execution of uplifts across build engineering, release engineering, configuration management and environment management practices.
- Perform hands-on automation tasks to treat infrastructure as code.Lead code and design reviews.
- Provide execution of activities related to infrastructure, security, continuous integration, continuous deployment, IT operations and metrics.Collaborate with other System Administrators, Developers, Testers, Architects and Business Analysts.

Key skills

- Proven experience with build and development tools (e.g. Vagrant, Packer, Git, SVN, TeamCity, Artifactory, Maven, Ant, r10k, Bundler, Ivy, MSBuild, Subversion, Selenium, rspec, xUnit Frameworks and Gradle).
- Experience using automation tools.
- Experience with variety of programming and scripting languages.

Internal contacts

Users, Applications and Systems Team

External contacts

5+ years experience as a DevOps Engineer / Automation Specialist with appropriate tertiary level qualifications.

Typical experience

Other comments

Position Description

Position title:	**DevOps Engineer**
Position code:	**32210**
Level:	**3**

Responsible for

Performing hands-on automation tasks. Dealing with software development, operations, and services. Improving communication, collaboration, and integration between software developers and IT operations personnel.

Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops.

Supervises

None

Main activities

- Perform hands-on automation tasks to treat infrastructure as code.
- Participate in code and design reviews.
- Provide execution of activities related to infrastructure, security, continuous integration, continuous deployment, IT operations and metrics.
- Working with other engineers in the execution of uplifts across build engineering, release engineering, configuration management and environment management practices.
- Collaborating with other System Administrators, Developers, Testers, Architects and Business Analysts.

Key skills

- Proven experience with build and development tools (e.g. Vagrant, Packer, Git, SVN, TeamCity, Artifactory, Maven, Ant, r10k, Bundler, Ivy, MSBuild, Subversion, Selenium, rspec, xUnit Frameworks and Gradle).
- Experience using automation tools.
- Experience with scripting.

Internal contacts

Users, Applications and Systems Team

External contacts

Typical experience

3+ years experience as a DevOps Engineer / Automation Specialist with relevant tertiary level qualifications.

Other comments

Position Description

Position title:	**Digital/Online Development Manager**
Position code:	**18304**
Level:	**5**

Responsible for

Managing the digital/online development team in developing custom programs to enhance the company's external and internal websites.

Report to

General Manager - Applications Services.

Supervises

Digital/Online Development Team Leader, Senior Digital/Online Developer, Digital/Online Developer.

Main activities

- Monitoring and improving the development of the web page layout.
- Ensuring that the digital/online development is aligned with all the requirements.
- Guiding the team in terms of the programming of the front-end access for manipulation on the Internet/Intranet and compiling database to present information required.
- Managing the inward data input and interpretation.
- Researching the latest development in digital/online development and implementing process improvements within the team.

Key skills

- Advanced knowledge of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Expert in writing accurate and reliable programs.
- Advanced understanding of spreadsheets and database tools.
- Well-developed management skills and the ability to motivate a team.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support.

Typical experience

8-10 years experience, combined with tertiary qualifications in computer science, information technology or engineering. At least two year experience in people management role.

Other comments

Position Description

Position title:	**Digital/Online Development Team Leader**
Position code:	**18306**
Level:	**4**

Responsible for

Leading a team of Digital/Online Developer in developing custom programs to enhance the company's internal and external websites.

Report to

Digital/Online Development Manager.

Supervises

Senior Digital/Online Developer and Digital/Online Developer.

Main activities

- Coordinating the communication between the team and other teams to develop the web page layout and dynamic requirements.
- Leading the programming of the front-end access for manipulation on the Internet/Intranet.
- Leading the programming of the front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Leading the programming for inward data input and interpretation e.g. for users joining the site.
- Assisting in the research of latest development in digital/online development ad support the process improvements.

Key skills

- Strong understanding of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Strong ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

5-7 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

Other comments

Position Description

Position title:	**Senior Digital/Online Developer**
Position code:	**18309**
Level:	**3**

Responsible for

Developing custom programs (often in Perl, Java or C) to extend the functionality and appearance of the site's inactive pages.

Report to

Digital/Online Development Team Leader or Digital/Online Development Manager

Supervises

May mentor Digital/Online Developers

Main activities

- Working with the Web Administrator to develop the web page layout and its dynamic requirements.
- Programming front-end access for manipulation on the Internet/Intranet.
- Programming front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation e.g. for Internet users joining the site.

Key skills

- An understanding of how the software runs.
- Working knowledge of HTML.
- Ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering.   May vary from only 12 months to 5 years of relevant experience.

Other comments

Alternative title: Senior Web Programmer

Position Description

Position title:	**Digital/Online Developer**
Position code:	**18310**
Level:	**2**

Responsible for

Developing custom programs (often in Perl, Java or C) to extend the functionality and appearance of the site's inactive pages.

Report to

Digital/Online Development Manager or Project Manager

Supervises

No supervisory responsibilities.

Main activities

- Working with the Web Master to develop the web page layout and its dynamic requirements.
- Programming front-end access for manipulation on the Internet/Intranet.
- Programming front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation e.g. for Internet users joining the site.

Key skills

- An understanding of how the software runs.
- Working knowledge of HTML.
- Ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. May vary from only 12 months to 5 years of relevant experience.

Other comments

Alternative title: Web Programmer

Position Description

Position title:	**Web Administrator**
Position code:	**18330**
Level:	**3**

Responsible for

Designing, developing and maintaining a corporate web site, in order to disseminate information to business partners and to promote the products and services of the company.

Report to

Web/Multimedia Project Manager/Producer.

Supervises

Typically no supervisory responsibilities.

Main activities

- Designing and developing processes needed for customising the site, by both clients and the server.
- Integrating CGI scripts with the Web Server Software.
- Designing and developing processes, typically with Java or VB scripts to be used by client Web Browser Software.
- Occasionally supporting the Web Site Helpdesk when a customer has an unusual technical problem in accessing the site or part of the site.

Key skills

- Strong programming skills.
- Good working knowledge of the components of web sites and an overview of the Internet.

Internal contacts

Marketing and Sales staff, Systems and Software Development staff, LAN Support/Engineering staff.

External contacts

Software and Hardware Suppliers, Customers.

Typical experience

At least 3 years of experience in Programming and Systems Design, with relevant tertiary qualifications in Computing.

Other comments

Alternative title: Web Master

Position Description

Position title:	**Senior Online Graphic Designer**
Position code:	**18320**
Level:	**3**

Responsible for

Developing the image of the website, designing brand items and assisting with implementation of corporate brand.

Report to

Digital/Online Development Manager or Project Manager.

Supervises

May supervise more junior graphic designers.

Main activities

- Developing and designing brand items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's web site within guidelines established by the Web Strategist.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems and Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors, Printers and Suppliers.

Typical experience

At least five years experience in a Graphic Designer role, with a demonstrated portfolio.

Other comments

Position Description

Position title:	**Online Graphic Designer**
Position code:	**18325**
Level:	**2**

Responsible for

Developing the image of the web site's inactive pages through the use of still and animated graphics and their integration with copy provided by the Web Content Author.

Report to

Digital/Online Development Manager or Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Composing pages that reflect an appropriate balance of text, graphics and other multimedia elements.
- Designing pages for the company's web site within guidelines established by the Web Strategist.
- Possibly undertaking user interface tasks.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Understanding of the image quality/performance trade-off when transmitting images over the Internet.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, as well as HTML, XML and JavaScript standards.
- Innovative creative skills.

Internal contacts

Marketing, Product Specialists, IT staff, Systems and Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors.

Typical experience

Tertiary qualifications in Design and/or relevant industry experience. Demonstrated abilities using web technology.

Other comments

This role has often been filled in smaller sites by an IT Specialist with a flair for creative writing. Web/Multimedia roles are distinguished from e-Business roles due to the fact that employees work on 'Inactive Pages'.

Position Description

Position title:	**Senior User Interface Developer**
Position code:	**18355**
Level:	**4**

Responsible for

Converting specifications from designers into operable websites, mobile applications and other digital assets by coding/programming the front end and user interface. Providing a higher level of expertise for more complex development scenarios.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

May mentor more junior User Interface Developers.

Main activities

- Liaising with stakeholders to understand UI/presentation layer requirements and project aims.
- Interpreting and translating static design elements and UX requirements into functional and interactive user interfaces.
- Coding more complex elements of the front end of a website or application that reflects the visual design direction, and works within the established technical framework.
- Understanding and evaluating potential browser/device incompatibilities, and working to minimise these.
- Undertaking graphics manipulation and optimisation to allow for complex designs.
- May be required to integrate database technologies (e.g. MySQL) into the website/application.
- May be required to integrate eCommerce solutions into the website/application.
- Ensuring appropriate debugging, troubleshooting and maintenance of code documentation is undertaken.

Key skills

- Highly developed skills in multiple major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, 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

Degree in Computer Science, plus interest or experience in Visual Design. 3-5 years experience in development/programming role.

Other comments

This role does not produce the designs/wireframes for the digital assets - this role is responsible for coding or programming based on specifications provided by a design team (particularly User Experience Designers). This role would work closely with the design team throughout the build process.
Alternate Title: Senior UI Developer

Position Description

Position title:	**User Interface Developer**
Position code:	**18360**
Level:	**3**

Responsible for

Converting specifications from designers into operable websites, mobile applications and other digital assets by coding/programming the front end and user interface.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

No formal supervisory responsibilities.

Main activities

- Liaising with stakeholders to understand UI/presentation layer requirements and project aims.
- Interpreting and translating static design elements and UX requirements into functional and interactive user interfaces.
- Coding the front end of a website or application that reflects the visual design direction, and works within the established technical framework.
- Understanding and evaluating potential browser/device incompatibilities, and working to minimise these.
- Undertaking graphics manipulation and optimisation to allow for complex designs.
- May be required to integrate database technologies (e.g. MySQL) into the website/application.
- May be required to integrate eCommerce solutions into the website/application.
- Debugging, troubleshooting and maintaining code documentation.

Key skills

- Developed skills in one or more major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, 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

Degree in Computer Science, plus interest or experience in Visual Design. Minimum 3 years experience in development/programming role.

Other comments

This role does not produce the designs/wireframes for the digital assets - this role is responsible for coding or programming based on specifications provided by a design team (particularly User Experience Designers). This role would work closely with the design team throughout the build process.
Alternate Title: UI Developer

Position Description

Position title:	**GIS/EIS Manager**
Position code:	**32070**
Level:	**5**

Responsible for

Managing and Supervising a team of GIS/EIS professionals and technicians.

Report to

General Manager

Supervises

GIS Technicians, Developers and Specialists

Main activities

- Supervising the activities of the GIS team and managing the outcomes.
- Coordinating the efforts of direct reports and managing the overall direction of the team.
- Managing and resolving staff issues.
- Being responsible for the overall quality and efficiency of the GIS team.
- Utilising state of the art programs to deliver superior results in an infant field of professional service.

Key skills

- Superior team skills
- Superior staff, time and project management skills.
- Superior verbal and written communication skills. Including the ability to disseminate complicated technical information in an easily understandable and efficient manner.
- An expert understanding of GIS practices, theories and trends.
- The ability to manage a team spread geographically and temporally in a virtual team environment.
- Superior negotiation skills and the ability to influence and inspire others.
- High level software skills including an expert understanding of Excel and various database software.

Internal contacts

GIS team members, senior management.

External contacts

Government agencies, Geographers, Software developers, large clients.

Typical experience

5-10 years involved in the GIS area. Tertiary qualifications in a GIS related field (Geography, Computer Science, Engineering). Experience in managing a team of staff including entry level staff.

Other comments

Position Description

Position title:	**Technical Specialist - Geospatial**
Position code:	**32075**
Level:	**4**

Responsible for

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

Report to

Database Manager.

Supervises

May mentor Trainee DBAs

Main activities

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

Key skills

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

Internal contacts

Users, Business Analysts, Systems Programmers.

External contacts

Hardware and Software Vendors.

Typical experience

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

Other comments

Position Description

Position title:	**Senior GIS Analyst**
Position code:	**32080**
Level:	**4**

Responsible for

The role provides both GIS solution development and system support for existing solutions.

Report to

GIS/EIS Manager.

Supervises

May supervise junior staff.

Main activities

- Producing spatial coverage data sets.
- Managing projects of small to medium size GIS solution development.
- Improving process methodologies for GIS data management.
- Interpreting and converting user requirements to determine possible geographic analysis and software solutions.
- Solving third party data quality issues.
- Ensuring robust IT database design.
- Negotiating with customers and vendors.

Key skills

- Full colour vision for cartographic map and report production.
- Experience in spatial modelling, analysis and reporting.
- Superior IT skills including the use of specialised GIS software such as Arc and MapInfo.
- Superior knowledge of relational database modelling and administration.
- Ability to integrate well into a virtual team environment.
- Superior written and verbal communication skills.
- High level software skills including an expert understanding of Excel and various database software.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Government agencies, geographers, engineers, and clients.

Typical experience

Tertiary qualifications in a GIS related field (Geography, Engineering, Computer Science). Formal training in the operation of a major database platform may be required. 2-4 years experience in a GIS role is required.

Other comments

Position Description

Position title:	**GIS Analyst**
Position code:	**32085**
Level:	**3**

Responsible for

The role provides both GIS solution development and system support for existing solutions.

Report to

GIS / EIS Manager.

Supervises

No supervisory responsibilities.

Main activities

- Producing spatial coverage data sets.
- Managing projects of small size GIS solution development.
- Improving process methodologies for GIS data management.
- Interpreting and converting user requirements to determine possible geographic analysis and software solutions.
- Solving third party data quality issues.
- Ensuring robust IT database design.
- Negotiating with customers and vendors.

Key skills

- Full colour vision for cartographic map and report production.
- Experience in spatial modelling, analysis and reporting.
- Strong IT skills including the use of specialised GIS software such as Arc and MapInfo.
- Strong knowledge of relational database modelling and administration.
- Ability to integrate well into a virtual team environment.
- Good written and verbal communication skills.
- High level software skills including a solid understanding of Excel and various database software.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Government agencies, geographers, engineers, and clients.

Typical experience

Tertiary qualifications in a GIS related field (Geography, Engineering, Computer Science). Formal training in the operation of a major database platform may be required.

Other comments

Position Description

Position title:	**Senior GIS Database Administrator**
Position code:	**32090**
Level:	**4**

Responsible for

Designing, implementing, and maintaining the GIS (Geographic Information Systems) database whilst ensuring client satisfaction.

Report to

GIS/EIS Manager.

Supervises

May supervise junior GIS database administrators.

Main activities

- Specifying, documenting, developing and maintaining data dictionaries, database structures and data repositories.
- Designing and implementing data models and data interfaces between various data sources.
- Troubleshoot database related issues and tuning databases for optimum performance.
- Participating in and organising integration, testing and maintenance activities.

Key skills

- Experience in managing and tuning commercial database systems.
- Experience in Object Oriented Analysis and Design of object oriented systems.
- Development experience, including development of major commercial database systems.
- A strong understanding of GIS.
- Strong communication skills and the ability to disseminate complicated technical information in an easily understandable manner.
- Expert Microsoft Office skills.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Software vendors.

Typical experience

Formal tertiary qualifications are required in a computer science related field. The incumbent must have 2-4 years experience in a related area.

Other comments

Position Description

Position title:	**GIS Database Administrator**
Position code:	**32095**
Level:	**3**

Responsible for

Designing, implementing, and maintaining the GIS (Geographic Information Systems) database whilst ensuring client satisfaction.

Report to

GIS/EIS Manager.

Supervises

No supervisory responsibilities.

Main activities

- Contributing to specifying, documenting, developing and maintaining data dictionaries, database structures and data repositories.
- Designing and implementing data models and data interfaces between various data sources.
- Troubleshoot database related issues and tuning databases for optimum performance.
- Participating in integration, testing and maintenance activities.

Key skills

- Experience in managing and tuning commercial database systems.
- Experience in Object Oriented Analysis and Design of object oriented systems.
- Development experience, including development of major commercial database systems.
- An understanding or strong interest in GIS.
- Strong communication skills and the ability to disseminate complicated technical information in an easily understandable manner.
- Expert Microsoft Office skills.

Internal contacts

GIS team members, Corporate/Legal.

External contacts

Software vendors.

Typical experience

Formal tertiary qualifications are required in a computer science related field.

Other comments

Position Description

Position title:	**Senior Mobile Application Developer**
Position code:	**32315**
Level:	**4**

Responsible for

Development of applications for the iOS/Android platforms, and supporting the live application in the production environment

Report to

Project Manager, Software Project Manager; Team Leader Development

Supervises

No supervisory responsibilities.

Main activities

- Developing mobile applications to meet business and user requirements.
- Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.
- Organise/Participate in customer meetings to gather requirements and analyse and address issues
- Developing appropriate technical documentation for future maintenance.
- Developing appropriate user and operational documentation as required.
- Responsibility for unit and product testing prior to release.

Key skills

- Strong knowledge of Objective C, X-Code, HTML 5, CSS 3, OpenGL, Java and Mobile frameworks
- Good knowledge of Serialization/Threading/Security/Instruments & other advanced Java/Mobile concepts
- Commercial application development experience under at least one of the major mobile platforms.
- Commercial experience creating and implementing object oriented designs.
- Strong understanding of multi-threaded applications and how to build them.
- Knowledge of mobile application purchasing architectures.
- Good working knowledge on SQL Server 2005/2008 or other RDBMS

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of product support.

Typical experience

5-8 years of strong Mobile applications development using iOS and/or Android

Other comments

Position Description

Position title:	**Mobile Application Developer**
Position code:	**32320**
Level:	**3**

Responsible for

Developing mobile applications to meet business requirements using the team's development process.

Report to

Project Manager, Software Project Manager; Team Leader Development

Supervises

No supervisory responsibilities.

Main activities

- Developing mobile applications to meet business and user requirements.
- Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation by users.
- Developing appropriate technical documentation for future maintenance.
- Developing appropriate user and operational documentation as required.
- Responsibility for unit and product testing prior to release.

Key skills

- Basic knowledge of major mobile platforms (iOS, Android, Symbian, QT, Bada).
- Commercial application development experience under at least one of the major mobile platforms.
- Commercial experience with Objective-C, Cocoa and UIKit frameworks, OpenGL, Java, Android SDK.
- Experience with developing Augmented Reality applications.
- Strong understanding of multi-threaded applications and how to build them.
- Knowledge of mobile application purchasing architectures.
- Strong knowledge of internet protocols and architectures.
- Commercial experience creating and implementing object oriented designs.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of product support.

Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. May vary from only 12 months to 5 years of relevant experience.

Other comments

Position Description

Position title:	**Peoplesoft Senior Developer**
Position code:	**32150**
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.

Supervises

May mentor Peoplesoft Analyst Programmers.

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:	**Peoplesoft Developer**
Position code:	**32155**
Level:	**3**

Responsible for

Developing and maintaining Peoplesoft applications software.

Report to

Peoplesoft Project Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

- Developed skills in one module of Peoplesoft - demonstrated proficiency in an Peoplesoft environment.
- Working knowledge of at least one relevant operating system (e.g.. UNIX, Windows).

Internal contacts

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

External contacts

Vendors of Hardware & Software, Distributors and Sub-Contractors.

Typical experience

At least 2 - 4 years in Functional Analysis, Applications Design and Programming with a minimum of 2 of these years in a large scale, leading edge environment.

Other comments

Position Description

Position title:	**Peoplesoft Junior Developer**
Position code:	**32160**
Level:	**2**

Responsible for

Converting Peoplesoft applications specifications into operable programs.

Report to

Peoplesoft 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 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 IT environment, including at least 1 year Peoplesoft experience.

Other comments

Position Description

Position title:	**SAP Project Manager**
Position code:	**32020**
Level:	**5**

Responsible for

Managing the end-to-end delivery of a SAP project. Can have one large project or multiple smaller projects.

Report to

Senior Manager - Applications Services, Project Director/Program Manager.

Supervises

Team(s) of Development Specialists - usually between 10 and 20 staff.

Main activities

- Managing the end-to-end delivery of SAP application solutions requiring a high level of integration skills and within a predefined quality standard.
- Delivering the project with required commercial practices to ensure project profitability.
- Controlling Development projects, schedules and quality standards.
- Ensuring applications programs are delivered on time, meet user requirements, and can be easily modified and maintained.
- Liaising with users/clients and reporting project costs and progress.
- Managing the project integration activities (including outsourced Contractor/Consultant work and internal IT employees) and systems integration.
- Testing activities ensuring a quality product is delivered.

Key skills

- Effective leadership skills.
- Good skills in user liaison and in controlling the planning and implementation of large Applications Development projects.

Internal contacts

Financial Controller, User groups, Business Unit Management.

External contacts

Vendors of Professional Services/Outsourcing, Suppliers of Hardware and Software.

Typical experience

At least 7 years of experience in Software Development, with 3-4 years in SAP Systems Design and Project Supervision. Sound understanding of up to date SAP architecture and working knowledge of application modules and technology.

Other comments

Successfully delivered large mainframe or client server projects requiring a high level of integration knowledge. Alternative Title: Program Manager.

Position Description

Position title:	**Principal SAP Functional Consultant**
Position code:	**32023**
Level:	**5**

Responsible for

Providing expert level specialist solutions to customer/business in designing SAP modules and planning it's integration and implementation.

Report to

Project Manager

Supervises

May lead less experienced SAP Functional Consultants.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating the business' needs, thus contributing to strategic planning of SAP systems facilities and technology.
- May oversee the implementation of modules such as SRM, CRM, Payroll, Finance or HR
- Planning and coordinating resources necessary to complete SAP implementation.
- Acting as a technical "thought" leader regarding SAP design and implementation.
- Managing a team of SAP functional consultants (largely dependent on the size and scope of SAP project).
- Providing expert advice on specific SAP modules and applications - best business practices and cross-functional solutions

Key skills

- Specialist knowledge of at least one functional area or module, coupled with strong analytical skills.
- Recognised as leading specialist in specialty area.
- Good understanding of broad business issues.
- Ability to lead IT professionals.

Internal contacts

Business Managers, SAP Project/Program Managers, ABAP Developers, Test Analysts and Product Specialists.

External contacts

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

Typical experience

Tertiary level qualifications coupled with at least 7+ years of experience in business management, IT, systems integration consulting or design with more than 3-4+ years SAP project implementation experience.

Other comments

Alternative Title: Principal SAP Functional Lead

Position Description

Position title:	**Senior SAP Functional Consultant**
Position code:	**32024**
Level:	**4**

Responsible for

Providing specialist solutions in designing and implementing SAP modules and planning the solution in a implementation.

Report to

Professional Services Manager, Team Leader, SAP Project Manager

Supervises

May lead less experienced SAP Functional Consultants.

Main activities

- Designing and developing high quality SAP business solutions.
- Evaluating the business' needs, thus contributing to strategic planning of SAP systems facilities and technology.
- May implement modules such as SRM, CRM, Payroll, Finance or HR
- Planning and coordinating resources necessary to complete SAP implementation.
- Liaising with stakeholders during preliminary installation and testing of developed SAP solutions/products.
- Managing a team of SAP functional consultants (largely dependent on the size and scope of SAP project).
- Participating in system development, configuration and testing

Key skills

- Specialist knowledge of at least one functional area or module, coupled with strong analytical skills.
- Recognised as leading specialist in specialty area.
- Good understanding of broad business issues.
- Ability to lead IT professionals.

Internal contacts

Business Managers, SAP Project/Program Managers, ABAP Developers, Test Analysts and Product Specialists.

External contacts

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

Typical experience

Tertiary level qualifications coupled with at least 4-8 years of experience in business management, IT, systems integration consulting or design with more than 2 years SAP project implementation experience.

Other comments

Alternative Title: Senior SAP Business Analyst

Position Description

Position title:	**SAP Functional Consultant**
Position code:	**32025**
Level:	**3**

Responsible for

Providing specialist solutions in designing and implementing SAP modules and planning the solution in a implementation

Report to

SAP Project Manager, SAP Team Leader

Supervises

No supervisory responsibilities.

Main activities

- Designing and developing high quality SAP business solutions
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Meeting with user groups to gather and analyse end user requirements.
- May implement modules such as SRM, CRM, Payroll, Finance or HR
- Participating in system development, configuration and testing

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of SAP architecture, programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Sound technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.

Internal contacts

Business Managers, SAP Project/Program Managers, ABAP Developers, Test Analysts, Business partners

External contacts

External consultants

Typical experience

At least 3-5 years of experience in IT, with at least 2 years experience in a business environment coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Alternative Title: SAP Business Analyst

Position Description

Position title:	**SAP Developer**
Position code:	**32030**
Level:	**3**

Responsible for

Developing and maintaining SAP applications software.

Report to

SAP Project Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

- Developed skills in ABAP and a module of SAP - demonstrated proficiency in an SAP environment.
- Working knowledge of at least one relevant operating system (e.g.. UNIX, Windows).

Internal contacts

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

External contacts

Vendors of Hardware and Software, Distributors, and Sub-Contractors.

Typical experience

At least 2-4 years in Functional Analysis, Applications Design and Programming with a minimum of 2 of these years in a large scale, leading edge environment.

Other comments

Alternative Title: SAP Configurer/Developer.

Position Description

Position title:	**SAP Junior Developer**
Position code:	**32035**
Level:	**2**

Responsible for

Converting SAP applications specifications into operable programs.

Report to

SAP Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing applications programs - most of the time (up to 100%) will be spent writing code either in one major program or in a variety of programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

Key skills

- Good understanding of ABAP and one module of SAP architecture/applications programs (e.g. HR, Finance, Manufacturing) although may not have total familiarity with all aspects.
- Good skills in personal work organisation and time management.

Internal contacts

Systems Engineers, Systems Analyst, Field Services Engineers, Technical Support staff.

External contacts

Hardware and Software Suppliers, external Software Specialists and Consultants

Typical experience

2-4 years experience in programming in a large scale leading edge IT environment, including at least 1 year ABAP experience.

Other comments

Position Description

Position title:	**Senior SAP Basis Administrator**
Position code:	**32038**
Level:	**4**

Responsible for

Developing systems, processes and procedures to maintain the operational effectiveness of SAP solutions.

Report to

SAP Basis Team Leader, Senior Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities. May act as a technical mentor of less experienced employees.

Main activities

- Managing SAP Basis and SAP databases.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Developing operational procedures, systems and processes.
- Acting as an escalation point for SAP Basis faults and customer requests.
- Participating in Basis project work as the technical specialist.
- Performing technical administrative activities.

Key skills

- Strong analytical, troubleshooting and problem solving skills.
- Good oral and written communication skills.
- Good time management and the ability to prioritise competing tasks.
- Specialist skills in all aspects of SAP Basis systems administration.
- Specialist knowledge of security policies and procedures.
- Knowledge of SAP oriented tools to automate daily administration tasks e.g. Mercury, ABAP Query, IDOC, etc.

Internal contacts

All users, SAP Project Teams, Technical Support Department.

External contacts

Vendors of Hardware, Service and Software, Customers and SAP.

Typical experience

Tertiary level qualifications in Computer Science or Information Technology or similar, coupled with SAP Basis training and at least 4 - 7 years commercial experience in a SAP Basis role.

Other comments

Position Description

Position title:	**SAP Basis Administrator**
Position code:	**32039**
Level:	**3**

Responsible for

Maintaining and supporting the operational effectiveness of the SAP environment according to established strategies, procedures and guidelines.

Report to

SAP Basis Team Leader, Senior Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Managing SAP Basis and SAP databases.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Actioning Basis incidents and requests of customers.
- Performing administrative activities.
- Managing own service desk calls.

Key skills

- Strong analytical, troubleshooting and problem solving skills.
- Good oral and written communication skills.
- Good time management and the ability to prioritise competing tasks.
- Thorough knowledge of security policies and procedures.
- A capacity for systematic analysis.
- Knowledge of SAP oriented tools to automate daily administration tasks e.g. Mercury, ABAP Query, IDOC, etc.

Internal contacts

All users, SAP Project Teams, Technical Support Department.

External contacts

Vendors of Hardware, Service and Software, Customers and SAP.

Typical experience

Tertiary level qualifications in Computer Science or Information Technology or similar, coupled with SAP Basis training with at least 1 - 3 years experience in a similar or related SAP Basis role.

Other comments

Position Description

Position title:	**Technical Consultant - Applications Development**
Position code:	**18055**
Level:	**4**

Responsible for

Providing technical support to computer users, covering both equipment and software.

Report to

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

Supervises

No supervisory responsibilities.

Main activities

- Providing advice, technical directions and consultancy (including program debugging).
- Appraising and reporting on new techniques and products, and making recommendations on the acquisition of advanced technology.
- Facilitating the introduction of 'leading edge' technologies to the organisation, such as 4GL's, advanced graphics, CRM, E-Business, 3-Tier Architecture, Electronic Funds Transfer (EFT) etc.
- Providing a Centre of Excellence in the above areas and may be assigned to projects using new technology.

Key skills

- Expert skills in many programming areas, including operating systems and utilities, and applications development tools.
- Knowledge of electronic concepts in hardware operation, and new computing directions and technologies.
- Analytical and problem solving skills.
- Good interpersonal and consultative skills.

Internal contacts

User Groups, Finance and Administration staff.

External contacts

Consultants, Suppliers of Hardware and Software.

Typical experience

At least 10 years experience in Data Processing, primarily in software development and maintenance.

Other comments

Position Description

Position title:	**Senior Systems Analyst/Architect**
Position code:	**18060**
Level:	**4**

Responsible for

Analysing and specifying applications systems requirements and design.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working with users, particularly on larger projects, to define the requirements of an application and specifying an optimum design for subsequent development.
- Selecting suitable software packages and analysing systems and data.
- Assisting in staff supervision and training and providing assistance and guidance to programming staff during the development and testing of applications.
- Achieving necessary design and systems security standards.

Key skills

- Advanced skills and considerable experience in one or more of the major programming languages, and in the evaluation of equipment and software options.
- A good understanding of the current DP systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis skills gained within a specific industry and developed through liaising with clients.

Internal contacts

Programming staff, User department.

External contacts

Software suppliers, external software specialists, other software Users.

Typical experience

Typically has more than 10 years in software development and programming with at least 5 years on systems specifications and design.

Other comments

In this senior role activities will relate to the more advanced or costly assignments.

Position Description

Position title:	**Systems Analyst**
Position code:	**18065**
Level:	**3**

Responsible for

Analysing and specifying applications systems requirements and design.

Report to

Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working with users to define the requirements of an application and specifying an optimum design for subsequent development.
- Selecting suitable software packages.
- Achieving the necessary design and systems security standards.
- Providing operational support for existing applications systems. This may include:
- Analysing systems and data
- Monitoring systems performance
- Diagnosing problems and resolving these with users
- Making appropriate changes to documentation.

Key skills

- Advanced skills in one or more of the major programming languages and in the evaluation of hardware and software options.
- Good understanding of the current IT systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis abilities. The latter is usually based on specific industry knowledge (Banking, Manufacturing etc.) and considerable User liaison.
- Strong technical documentation skills.

Internal contacts

User Groups at a senior level,

External contacts

Suppliers of Hardware and Software.

Typical experience

At least 5 years of experience in Software Development and Programming, with at least 2 years in systems specification and design.

Other comments

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

Position Description

Position title:	**Documentation Manager**
Position code:	**32041**
Level:	**5**

Responsible for

Writing, revising and editing information manuals for hardware or software products. Understanding the market/audience to cater to demonstrations, training for users and reference materials.

Report to

Software Project Manager

Supervises

Technical Writers

Main activities

- Develop release notes, assembly-and-installation instructions, online help systems, training materials, reference documentation and possibly Internet-based content
- Generates project proposals and manages the time line to complete products according to the overall project plan. Typically designs and manages the packaging
- Editing contributions provided by product specialists to produce unified and consistent support documents
- Working on tasks with technical complexity
- Using media channels such as manuals, help systems, on-line tutorials, installation guides and quick reference guides

Key skills

- Attention to detail
- An ability to write in an easily understandable manner
- Ability to liase with development staff

Internal contacts

Developers, quality assurance, technical support, sales and marketing personnel

External contacts

Exchanging information with specialists/Users in sites.

Typical experience

Bachelors degree and a minimum of 2 years in leading document projects. 5+ years as a technical writer

Other comments

Position Description

Position title:	**Senior Technical Writer**
Position code:	**32040**
Level:	**4**

Responsible for

Writing and revising information about company products using software tools and system components. Typically including such items as manuals, help systems, on-line tutorials, installation guides and quick reference guides presented in any media.

Report to

Documentation Manager or Software Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Editing contributions provided by product specialists to produce unified and consistent support documents.
- Analysing program outlines and computer codes and liaising with product specialists to produce support manuals.
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of large scope and technical complexity.

Key skills

- Specialist knowledge of technical area.
- An ability to write in an easily understandable manner.
- Ability to deal with Specialist Computing Development staff.
- PC/Desktop publishing skills.

Internal contacts

Members of project teams.

External contacts

Exchanging information with specialists/Users in sites.

Typical experience

Engineering/technical qualifications and/or a working knowledge of systems being developed, at least 3-4 years of relevant work experience.

Other comments

Position Description

Position title:	**Technical Writer**
Position code:	**32045**
Level:	**3**

Responsible for

Writing and revising information about company products (e.g. manuals, help systems, on-line tutorials, installation guides and quick reference guides) using software tools and system components.

Report to

Documentation Manager or Software Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Editing contributions of Development Specialists to produce unified, consistent support documents.
- Analysing program outlines and computer codes and liaising with Development Specialists to produce support manuals.
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of moderate scope and technical complexity.

Key skills

- PC/Desktop publishing skills.
- Specialist knowledge of technical area.
- Ability to write in an easily understandable manner.

Internal contacts

Users, Applications Programmers.

External contacts

Limited external contacts.

Typical experience

Engineering/Technical qualifications and/or a working knowledge of systems.

Other comments

Position Description

Position title:	**Senior Test Manager**
Position code:	**18095**
Level:	**5**

Responsible for

Managing the development and implementation of test strategies that optimise the organisation's current testing environments for maintenance, enhancement and replacement of existing systems.

Report to

Project Director, General Manager - Applications Services.

Supervises

Test Managers, Test Analysts.

Main activities

- Ownership and accountability for the provision and management of the organisation's integrated test environments.
- Managing test environments for multiple projects at the enterprise level.
- Leading the delivery and implementation of consistent test environment methodologies, disciplines and processes using associated best practices across assigned lines of business.
- Managing, developing and mentoring the individual members of the Test team.
- Managing the relationship with the business customers and associated parties of the integrated test environments.
- Overseeing the continual improvement of the testing service.
- Managing risks and issues related to the provision of the testing service.
- Responsibility for people management of all individuals assigned to the testing team including performance appraisals and personal development planning.
- Periodic reporting of test environment status for all projects under management.
- Engaging external suppliers to meet test environment support requirements.

Key skills

- Strong project management skills.
- Excellent communication skills, both oral and written.
- Ability to establish strong relationships internally.
- In-depth understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- Track record in applying the principles of a software development life cycle.
- Strong customer focus.
- Strategic influence.

Internal contacts

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

External contacts

Vendors, Outsourcers.

Typical experience

10+ years commercial IT experience, with at least 3-5 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Manager - Testing.

Position Description

Position title:	**Test Manager**
Position code:	**18100**
Level:	**4**

Responsible for

Developing and implementing a Test strategy that optimises the organisation's current testing environments and implements solutions for maintenance, enhancement and replacement of existing systems.

Report to

Senior Test Manager.

Supervises

Test Analysts.

Main activities

- Developing and refining test processes, methodologies, disciplines and measurements across all technologies.
- Establishing good relationships with business customers.
- Actively promoting Testing principles and disciplines with business customers plus IT groups and seek feedback on effectiveness of testing processes.
- Measuring and reporting of Test results throughout the stages of the development life cycle relating to Testing as outlined in the development methodology.
- Ensuring Test environments are properly established to control and monitor end-to-end Testing of applications and infrastructure components.
- Identifying and implementing strategies to meet organisation's Testing needs, in conjunction with subject matter experts.
- Identifying, revising and enhancing adherence to processes and standards used within the Test function.
- Ensuring the Testing environment has the right tools (manual and / or automated) in place enabling practitioners to deliver a consistent and quality output.
- Identifying the Test capability required to meet current and future project demand in all the specialised technical disciplines.
- Ensuring the appropriate quality and quantity of skilled people are available.

Key skills

- Excellent communication skills, both oral and written.
- Project management skills.
- Ability to establish strong relationships internally.
- Good understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- Track record in applying the principles of a software development life cycle.

Internal contacts

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

External contacts

Vendors, Outsourcers.

Typical experience

5-7+ years test experience/and commercial IT experience, with at least 3 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Manager - Testing.

Position Description

Position title:	**Senior Test Analyst**
Position code:	**18105**
Level:	**3**

Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

Report to

Test Manager.

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Consulting on testing matters to business and IT project managers.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Extensive knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

Internal contacts

Project managers, development teams, users.

External contacts

Typically none.

Typical experience

Solid commercial IT experience, industry knowledge and at least 3-5 years Testing experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Test Analyst**
Position code:	**18110**
Level:	**2**

Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

Report to

Test Manager.

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Consulting on testing matters to business and IT project managers.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Extensive knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

Internal contacts

Project managers, Development Teams, Users.

External contacts

Typically none.

Typical experience

Commercial IT experience, industry knowledge and at least 1-3 years IT testing experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Junior Test Analyst**
Position code:	**18111**
Level:	**1**

Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

Report to

Test Manager, Team Leader or Senior Test Analyst

Supervises

No supervisory responsibilities.

Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

Internal contacts

Project managers, Development Teams, Test Analysts

External contacts

Typically none.

Typical experience

Limited to no experience in software testing. Completed or completing tertiary qualifications in Information Systems, Computer Science or related discipline.

Other comments

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

Position Description

Position title:	**Senior User Experience Designer**
Position code:	**32180**
Level:	**4**

Responsible for

Designing the overall and detailed experience of the organisation's websites, online applications and mobile products by developing the information, interaction and user interface design. The solutions must enable the business to achieve its key objective but must also represent the user interests amongst competing objectives from different business groups.

Report to

Project Team Leader - Applications, Project Manager - Applications, User Experience Managers

Supervises

May mentor junior User Experience Designers

Main activities

- Developing and analyse customer/user profiles, task scenarios for target segments as part of the user experience design process. Designing the user experience including information flow, interaction model and the user interface.
- Facilitating workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities>
- Creating deliverables including conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wireframes, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Developing new types of deliverables, workshops or presentations as necessary, as well as producing prototypes for team walkthroughs and user testing.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Conducting competitive analysis of domestic and international markets to identify trends and best practice user interface models and design.
- Providing coaching, mentoring and career development for junior staff.
- Ensuring all direct reports have job descriptions, development plans and performance agreements in place.

Key skills

- Strong knowledge of user-centred design methodologies, within the fields of usability, information architecture, technical communication and product development.
- Knowledge of techniques and ability to validate the take-up of solutions with users (i.e. Conducting usability testing, producing heuristic evaluation reports).
- Good understanding of internet trends and web technologies (e.g. HTML, use of CSS for p\age layouts, XHTML, RSS, JavaScript, AJAX), and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development lifecycles.
- Proven ability to work independently, deliver and work on multiple projects at the same time.
- Experience identifying and managing stakeholder issues and risks.
- Strong ability to build relationships, influence and liaise confidently with stakeholders from all layers of an organisation.
- Ability to solve problems proactively and to select the most appropriate method or technique. Experienced working at a strategic level (identify the most useful solution) and a detailed level (design the solution)

Internal contacts

Product Managers, Product Directors, Sales teams, Development teams, User Interface Developers, Web Designers, Project Managers.

External contacts

User groups, Usability Consultants.

Typical experience

Bachelor degree in Cognitive Psychology, Human Computer Interaction, or equivalent. Minimum 5 years' experience in a User Experience, Information Architecture or Usability role preferably for internet based products. A portfolio of work that showcases information, interaction and interface design skills across a range of different projects. Portfolio should include specific examples of wireframes, functional specifications, interaction flows, site maps etc.

Other comments

Alternative Title: Senior UX Designer

Position Description

Position title:	**User Experience Designer**
Position code:	**32185**
Level:	**3**

Responsible for

Designing the overall and detailed experience of the organisation's websites, online applications and mobile products by developing the information, interaction and user interface design.

Report to

Project Team Leader - Applications or Project Manager - Applications, User Experience Managers

Supervises

No supervisory responsibilities.

Main activities

- Developing and analyse customer/user profiles, task scenarios for target segments as part of the user experience design process. Designing the user experience including information flow, interaction model and the user interface.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wireframes, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Developing new types of deliverables, workshops or presentations as necessary, as well as producing prototypes for team walkthroughs and user testing.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Contributing to the development of the user experience discipline so that it has standardised approaches, tools, processes and deliverable that are of best practice.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

Key skills

- Knowledge of user-centred design methodologies, information architecture and usability principles gained through related roles.
- Good understanding of internet trends and web technologies (e.g. HTML, use of CSS for page layouts, XHTML, RSS, JavaScript, AJAX), and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development lifecycles.
- Proven ability to deliver work on multiple projects at the same time
- Strong desire to design useful and usable solutions and passion for users.
- Superb written and verbal communication skills, including detailed report writing.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts

Typical experience

Bachelor degree in Cognitive Psychology, Human Computer Interaction, or equivalent. Minimum 3 years experience in a related online role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing). Some knowledge of website or software development process. Some front end design skills - technical knowledge of HTML, use of CSS for page layouts, XHTML, RSS, JavaScript, AJAX, and emerging standards based web technology and internet viewing devices. Knowledge of market research techniques.

Other comments

Alternative Title: UX Designer

Position Description

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

Responsible for

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

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

staff at all levels.

External contacts

No external contacts.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

staff at all levels.

External contacts

No external contacts.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Chief Information Officer.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

User Groups at a Senior level.

External contacts

Suppliers of Hardware and Software.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

LAN Engineers, WAN Engineers, Business Analysts.

External contacts

IT Vendors.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

LAN Engineers, WAN Engineers, Business Analysts.

External contacts

IT Vendors.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Manager Infrastructure Design.

Supervises

May supervise the activities of a team.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Vendors, Suppliers and technical consultants.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Manager, Architecture

Supervises

No supervisory responsibilities

Main activities

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

Key skills

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

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

Technology/External vendors

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

IT Security Manager

Supervises

May supervise more junior IT Security Architects.

Main activities

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

Key skills

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

Internal contacts

Applications, Infrastructure, IT Support, Users.

External contacts

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

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Manager, Architecture

Supervises

No supervisory responsibilities

Main activities

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

Key skills

- •An understanding of best practice surrounding Information Security principles
- •Working knowledge of Security Architecture Framework (eg SABSA)

Internal contacts

All users, Senior Management, IT Management

External contacts

Relevant professional groups, external organisations

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

General Manager - Architecture Services

Supervises

May have some informal supervisory responsibilities for business solutions architects.

Main activities

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

Key skills

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

Internal contacts

Project Managers, Business Analysts

External contacts

Typical experience

8 - 10 experience plus relevant tertiary qualifications.

Other comments

Position Description

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

Responsible for

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

Report to

Manager, Architecture

Supervises

No supervisory responsibilities

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Strategic partners and vendors

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Suppliers/Vendors

Typical experience

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

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

Other comments

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

Position Description

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

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

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

External contacts

IT Vendors and Suppliers.

Typical experience

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

discipline.

Other comments

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

Position Description

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

Responsible for

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

Report to

Manager - Network Engineering.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

External contacts

Carriers, Vendors, Consultants.

Typical experience

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

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Manager - Network Engineering, Project Team Leader - Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

External contacts

Carriers, Vendors, Consultants.

Typical experience

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

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Manager - Network Engineering, Project Team Leader - Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

External contacts

Carriers, Vendors, Consultants.

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

Manager, Systems Management/Infrastructure

Supervises

System Administrators/ System Support Engineers

Main activities

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

Key skills

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

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

External suppliers, vendors, distributors, service providers and contractors

Typical experience

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

Other comments

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

Position Description

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

Responsible for

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

Report to

General Manager - IT Services/Infrastructure.

Supervises

No formal supervisory responsibilities, but may mentor Systems Administrators.

Main activities

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

Key skills

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

Internal contacts

All Users, Networking Project Teams, Technical Support department.

External contacts

Vendors of Hardware, Service and Software.

Typical experience

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

Other comments

Position Description

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

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

Report to
Senior Manager - IT Services/Infrastructure.

Supervises
No supervisory responsibilities.

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

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

Internal contacts
All Users, Networking Project Teams, Technical Support department.

External contacts
Vendors of Hardware, Service and Software.

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

Other comments

Position Description

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

Responsible for

Technical management of all internal systems.

Report to

Senior Systems Administrator.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Development, Management (all groups).

External contacts

Suppliers and software/hardware vendors.

Typical experience

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

Other comments

Position Description

Position title:	**Systems Programming Manager**
Position code:	**18115**
Level:	**5**

Responsible for

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

Report to

Senior Manager - IT Services/Infrastructure.

Supervises

Systems Programmers.

Main activities

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

Key skills

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

Internal contacts

Applications Development Teams, Users.

External contacts

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

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Vendors of Operating Software, Firmware and Professional Services.

Typical experience

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

Other comments

Alternative Title: Senior Technical Specialist.

Position Description

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

Responsible for

Developing and supporting systems development in the mainframe environment.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Product Vendors.

Typical experience

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

Other comments

Position Description

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

Responsible for

Planning computing capacities and supporting operating systems.

Report to

Systems Programming Manager.

Supervises

May mentor Systems Developers.

Main activities

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

Key skills

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

Internal contacts

Applications Development Teams, Users.

External contacts

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

Typical experience

At least 7 years of experience in Computing.

Other comments

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

Position Description

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

Responsible for

Supporting operating systems software.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Applications Development Teams, Users.

External contacts

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

Typical experience

At least 5 years of experience in Systems Support.

Other comments

Alternative Title: Technical Support Programmer.

Position Description

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

Responsible for

Assisting in the support of operating systems software.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users.

External contacts

Limited exposure to Consultants and Contractors.

Typical experience

Limited but increasing experience in Systems Support.

Other comments

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

Position Description

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

Responsible for

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

Report to

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

Supervises

Voice Communications Analysts, PABX Administrators,

Main activities

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

Key skills

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

Internal contacts

Management, Communications Engineers.

External contacts

Suppliers, Vendors, Property Management.

Typical experience

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

Other comments

Position Description

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

Responsible for

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

Report to

Voice Communications Engineer.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

All phone users, IT Support.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title:	**Cybercrime Investigations Manager**
Position code:	**33200**
Level:	**5**

Responsible for

Providing people leadership and task management to deliver on activities for cybercrime detection and response, and technical investigations including computer forensics.

Report to

Chief Security Officer.

Supervises

Principle, Senior and security consultants.

Main activities

- Build networks and strong working relationships with business, industry, law enforcement and government.
- Manage, motivate and mentor team of highly skilled security professionals.
- Review and critique output of senior team members for technical accuracy and completeness, business context and risk focus.
- Continually assess and improve internal processes based on customer needs, expectations and feedback.
- Manage the response & mitigation of cybercrime incidents on 24 x 7 basis.
- Assist in the response to eFraud cases.
- Make recommendations to mitigate the malware threat to the organisation and its customers.
- Stay abreast of new cybercrime threats and their potential impact on the organisation.
- Assist the business to understand and respond to cybercrime incidents.
- Manage the day to day performance of security investigations.

Key skills

- Proven communication, negotiation and relationship management skills.
- The ability to think logically and investigate independently.
- Strong attention to detail.
- Ability to understand technical jargon.
- Ability to communicate with all levels of the business.
- Knowledge and understanding of legislative and regulatory requirements relating to cybercrime, computer forensics, investigation, banking and finance, IT.

Internal contacts

External contacts

Typical experience

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

Other comments

Position Description

Position title:	**Cybercrime Investigations Lead Technical Specialist**
Position code:	**33205**
Level:	**5**

Responsible for

Developing and executing the activities for cybercrime detection and response including performing technical investigations and computer forensics. Developing and providing input to security and online business strategies. Developing innovative solutions to existing and emerging cybercrime and security threats. Providing Subject Matter Expert (SME) knowledge in incident response events.

Report to

Cybercrime Investigations Manager.

Supervises

Senior Security Consultants and Security Consultants.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents.
- Deliver SME response to eFraud cases, specifically looking for new attack trends.
- Perform and instruct in-depth technical malware analysis and make recommendations to mitigate the threat to the organisation and its customers.
- Stay abreast of new cybercrime threats and their potential impact to the organisation.
- Present on cybercrime threats and assist the business to understand and respond to cybercrime incidents.
- Provide SME inputs to security and business strategies.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Practice industry standard and best-practice computer forensic methodologies and procedures.
- Finding contacts and alternate information sources where data is not available.

Key skills

- The ability to think logically and investigate independently.
- Strong attention to detail.
- Ability to present technical evidence clearly and in a manner for non-technical readership.
- Proven communication, negotiation and relationship management skills.
- Knowledge and understanding of cybercrime and fraud.
- Skilled in web pages and coding and developer skills.
- Thorough understanding of technology infrastructure and processes to assist in internal investigations.
- Knowledge and understanding of legislative and regulatory requirements relating to cybercrime, computer forensics, investigation, banking and finance, IT.

Internal contacts

External contacts

Typical experience

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent experience), 5 + years working in Information Technology with 3+ years in security, Security CISSP and/or GIAC certifications, computer forensics certification e.g. Access Data Certified Examiner, Encase Certified Examiner (ENCE).

Other comments

Position Description

Position title:	**Cybercrime Investigations Senior Technical Specialist**
Position code:	**33210**
Level:	**4**

Responsible for

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

Report to

Cybercrime Investigations Manager.

Supervises

Security Consultants and other senior consultants.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents.
- Assist in the response to eFraud cases, specifically looking for new attack trends.
- Perform in-depth malware analysis and make recommendations to mitigate the threat to the organisation and its customers.
- Stay abreast of new cybercrime threats and their potential impact.
- Assist the business to understand and respond to cybercrime incidents.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Finding contacts and alternate information sources where data is not available.
- Following step by step guides to package data and report findings to internal and external investigation teams.

Key skills

- Strong attention to detail and ability to work to strict deadlines.
- Proven communication and relationship management skills.
- Ability to present technical evidence clearly and in a manner for non-technical readership.
- The ability to think logically and investigate independently.
- Ability to understand basic technical jargon.
- Knowledge and understanding of cybercrime, fraud, banking and finance, including industry trends and technology adoption.
- Skilled in web pages and coding and developer skills.
- Good overall understanding of technology infrastructure and processes to assist in internal investigations.
- Ability to quickly learn and apply new skills.
- Ability to communicate with all levels of the business.

Internal contacts

External contacts

Typical experience

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

Other comments

Position Description

Position title:	**Cybercrime Investigations Technical Specialist**
Position code:	**33213**
Level:	**3**

Responsible for

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

Report to

Cybercrime Investigations Manager.

Supervises

No direct reports.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents.
- Assist in the response to eFraud cases, specifically looking for new attack trends.
- Stay abreast of new cybercrime threats and their potential impact.
- Assist the business to understand and respond to cybercrime incidents.
- Perform security investigations in support of Fraud, Workplace Relations and Legal teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Finding contacts and alternate information sources where data is not available.
- Following step by step guides to package data and report findings to internal and external investigation teams.

Key skills

- Strong attention to detail and ability to work to strict deadlines.
- Proven communication and relationship management skills.
- Ability to present technical evidence clearly and in a manner for non-technical readership.
- The ability to think logically and investigate independently.
- Ability to understand basic technical jargon.
- Knowledge and understanding of cybercrime, fraud, banking and finance, including industry trends and technology adoption.
- Skilled in web pages and coding and developer skills.
- Good overall understanding of technology infrastructure and processes to assist in internal investigations.
- Ability to quickly learn and apply new skills.
- Ability to communicate with all levels of the business.

Internal contacts

External contacts

Typical experience

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

Other comments

Position Description

Position title:	**Cybercrime Investigations Junior Technical Specialist**
Position code:	**33215**
Level:	**2**

Responsible for

Executing the activities for cybercrime detection and response including performing technical investigations under supervision.

Report to

Cybercrime Investigations Manager.

Supervises

No direct reports.

Main activities

- Respond to and monitor alerts on 24x7 basis for cybercrime incidents with direct supervision.
- Learn about new cybercrime threats and their potential impact to the organisation.
- Collate and analyse email and other electronic data evidence in line with investigation requirements.
- Follow step by step guides to package data and report findings to internal and external investigation teams.
- Understand and follow chain of custody requirements and evidentiary requirements in relation to all technical evidence including digital media.

Key skills

- Strong attention to detail.
- Ability to work to strict deadlines.
- Ability to quickly learn and apply new skills.
- Good communication skills.
- An understanding of technology infrastructure and basic technical jargon.

Internal contacts

External contacts

Typical experience

Suitable tertiary qualifications in technology, Bachelor or Masters in Computer Science would be highly favourable (or equivalent industry experience), 1+ years working in Information Technology, Knowledge in web pages and coding and developer skills.

Other comments

Position Description

Position title:	**IT Risk Manager**
Position code:	**36025**
Level:	**5**

Responsible for

The measurement, reporting and control of risks associated with IT&T across the organisation.

Report to

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

Supervises

May supervise a small team.

Main activities

- Scheduling activities to ensure compliance with global and local milestones
- Ensuring that the design documentation is maintained to accurately reflect the policies and procedures of the organisation's IT environment.
- Reviewing of proposed projects to ensure compliance (e.g.- Sarbanes Oxley) is maintained when new systems, infrastructure and processes are implemented
- coordination and potentially implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- coordination of internal and external audit programs.
- Scheduling and execution of regular IT disaster recovery testing in conjunction with the technology and systems support teams.
- Evaluation of the proposed disaster recovery and business continuity programs for new systems implementations and major systems modifications.

Key skills

- Demonstrated understanding and experience delivering programs to meet relevant statutory and organisational risk/compliance programs.
- High level knowledge of IT risk assessment programs.
- An understanding of various aspects of the Disaster Recovery position that apply to mainframe, mid range, LAN and associated networks.
- Ability to lead, influence and motivate a small team of IT&T risk specialists.
- High level of written skills in a variety of communication settings and styles.

Internal contacts

Business unit managers, regional IT support teams, Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security, Internal Audit.

External contacts

External Auditors, Vendors

Typical experience

At least 5-7 years of experience in commercial IT audit/risk management. Desirable experience in both technical and business capacities coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**Senior IT Risk Analyst**
Position code:	**36030**
Level:	**4**

Responsible for

Assisting with the measurement, analysis and reporting of risks associated with IT across the organisation.

Report to

IT Security Manager.

Supervises

No supervisory responsibilities.

Main activities

- Maintaining design documentation to reflect the policies and procedures of the organisation's IT environment.
- Conducting compliance analysis (e.g. Sarbanes Oxley) to assist with review of proposed projects.
- Assistance with implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- Assistance with conduct of internal and external audit programs.
- Assistance with execution of IT disaster recovery testing in conjunction with the technology and systems support teams.
- Conducting analysis of IT security breaches and potential threats.

Key skills

- Excellent analytical skills.
- Knowledge of IT risk assessment programs.
- High level of verbal and written skills.

Internal contacts

Business unit managers, regional IT support teams, Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security, Internal Audit.

External contacts

External Auditors, Vendors

Typical experience

5+ years of experience in commercial IT audit/risk management. Desirable experience in both technical and business capacities coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**IT Risk Analyst**
Position code:	**36035**
Level:	**3**

Responsible for

Assisting with the measurement, analysis and reporting of risks associated with IT across the organisation.

Report to

IT Risk Manager

Supervises

No supervisory responsibilities.

Main activities

- Maintaining design documentation to reflect the policies and procedures of the organisation's IT environment.
- Conducting compliance analysis (e,g, Sarbanes Oxley) to assist with review of proposed projects.
- Assistance with implementation of annual effectiveness testing program.
- Random testing of control activities to check for possible gaps.
- Assistance with conduct of internal and external audit programs.
- Assistance with execution of IT disaster recovery testing in conjunction with the technology and systems support teams.
- Conducting analysis of IT security breaches and potential threats.

Key skills

- Excellent analytical skills.
- Knowledge of IT risk assessment programs.
- High level of verbal and written skills.

Internal contacts

Business unit managers, regional IT support teams, Project Managers, Business Analysts, Disaster Recovery Specialists, IT Security, Internal Audit.

External contacts

External Auditors, Vendors

Typical experience

At least 2 years of experience in commercial IT audit/risk management. Desirable experience in both technical and business capacities coupled with tertiary level qualifications in Business, IT or a related discipline.

Other comments

Position Description

Position title:	**IT Security - Manager**
Position code:	**33070**
Level:	**5**

Responsible for

Managing a team of IT Security Consultants to ensure that all operational aspects of Information Security align with the organisation's policies, business requirements and risk position.

Report to

Chief Security Officer.

Supervises

IT Security Consultants.

Main activities

- Ensuring effective security of the organisation's information systems and networks, including operational management of security technologies.
- Developing, maintaining, enforcing and promoting awareness of security policies, procedures and standards.
- Identifying security requirements for new applications and other software products.
- Advising management on security issues, including legislation and adoption of new security technologies.
- Managing implementation of security and control techniques and technologies as per business requirements, and reviewing periodically for ongoing validity.
- Ensuring IT security employees have the required skills to carry out their roles and are developed to meet ongoing staffing requirements.
- Managing IT security awareness training across the organisation.
- Ensuring ongoing effectiveness of the organisation's change management function.

Key skills

- Broad, expert knowledge of Information Security principles and practices.
- Thorough, expert knowledge of information systems, operating systems, databases and networking.
- Competent consulting and teamwork skills.
- Ability to lead, influence and motivate a small team of IT Security Specialists.
- Demonstrated understanding of planning and budgeting procedures and principles.
- Some knowledge of the legalities of data and physical security systems, together with skills in management, work scheduling and coordination.

Internal contacts

Senior Manager - Applications, IT Architects, Business Managers, Project Management.

External contacts

Suppliers and Vendors, External Consultants.

Typical experience

At least 8-10 years experience in IT, with 4 years experience specialising in Information Security, Risk Management or Audit coupled with relevant formal education or certification.

Other comments

Position Description

Position title:	**IT Security - Senior Consultant**
Position code:	**33075**
Level:	**4**

Responsible for

Advising business and IT units in all facets of Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and risk position.

Report to

IT Security - Manager.

Supervises

No formal supervisory responsibilities. May act as a technical mentor for more junior IT Security Consultants.

Main activities

- Identifying business risks/vulnerabilities and suggesting enhancements to existing security products.
- Identifying security requirements for new applications and other software products.
- Evaluating and making recommendations on the organisation's IT security architecture, including new security products and assisting with implementation into existing environments without interruption to services.
- Liaising with other business units in the identification of controls and preparation of reports to management on security incidents.
- Consulting with management in development, deployment, documentation and management of security policies, procedures, standards and strategies.
- Developing larger security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.
- Investigating, responding to, and reporting on, security incidents as directed.
- Implementing security technologies under the direction of the IT Security Manager.
- Providing expertise and input on emerging security technologies, issues and directions.

Key skills

- Broad, expert knowledge of Information Security principles and practices.
- Broad understanding of IT Security principles associated with networks, internet, email, operating systems, firewalls, VPN's, databases, virus management, intrusion detection, cryptography and e-commerce, with high level expertise/specialisation in several of these fields.
- Expert knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Ability to lead and mentor a small team of Security Specialists.
- Advanced project, analysis, problem solving, and business relationship skills.
- A good understanding of current legislation and precedence governing IT.

Internal contacts

Applications, Infrastructure, IT Support, Users.

External contacts

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

Typical experience

At least 5-7 years of experience in IT, with 3 years experience in an Information Security, Risk Management, Audit or equivalent discipline, coupled with relevant formal education or certification.

Other comments

This role will be involved with advising on IT Security architecture.

Position Description

Position title:	**IT Security - Consultant**
Position code:	**33085**
Level:	**3**

Responsible for

Advising business and IT units in all facets of Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and risk position.

Report to

IT Security - Manager.

Supervises

No supervisory responsibilities.

Main activities

- Identifying business risks/vulnerabilities and suggesting enhancements to existing security products.
- Assisting with identification of security requirements for new applications and other software products.
- Evaluating and making recommendations on new security products, and advising on implementation into existing environments without interruption to services.
- Liaising with other business units in the identification of controls and preparation of reports to management on security incidents.
- Assisting with development, deployment and maintenance of security policies, procedures, standards and strategies.
- Assisting with development of security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.
- Investigating, responding to, and reporting on, security incidents as directed.
- Implementing security technologies under the direction of the IT Security Manager.
- Monitoring emerging security technologies, issues and directions.

Key skills

- Broad knowledge of Information Security principles and practices.
- Broad understanding of IT Security principles associated with networks, internet, email, operating systems, firewalls, VPNs, databases, virus management, intrusion detection, cryptography and e-commerce, with a deeper specialisation in at least two of these fields.
- Specialised knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Good project, analysis, problem solving, and business relationship skills.

Internal contacts

Applications, Infrastructure, IT Support, Users.

External contacts

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

Typical experience

At least 3-5 years of IT experience, with previous relevant experience in an Information Security, Information Technology, Risk Management, Audit or equivalent role, coupled with relevant formal education or certification.

Other comments

Position Description

Position title:	**IT Security - Analyst**
Position code:	**33090**
Level:	**2**

Responsible for

To advise business and IT units in Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and target risk position.

Report to

IT Security - Manager

Supervises

No supervisory responsibilities.

Main activities

- Investigating, responding to and reporting on security incidents as directed. Implementing security technologies under the direction of an Information Security Manager.
- Analysing technical security risks/vulnerabilities and suggesting enhancements to existing security products and assisting with identification of security requirements for new applications and other software products.
- Evaluating and making recommendations on new security products. Advising on implementation into existing environments without interruption to services. Monitoring emerging security technologies, issues and directions.
- Liaising with other stakeholders in the identification of controls and preparation of reports to management on security incidents.
- Assisting with development, deployment and maintenance of security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.

Key skills

- Strong interpersonal skills and the ability to function as a team player.
- Intermediate problem solving and consulting skills.
- Intermediate analytical ability
- Intermediate technical knowledge in the field of Information Security.

Internal contacts

Systems Programmers

External contacts

Possibly IT Security Specialists

Typical experience

3 years technical experience with 1 year in an Information Security, Information Technology or equivalent, coupled with formal education or certification in Information Security, Information Technology, Risk Management, Audit or equivalent.

Other comments

This work is 24/7 in nature and incumbents may be required to work outside core business hours.

Position Description

Position title:	**IT Security - Administrator**
Position code:	**33095**
Level:	**2**

Responsible for

Maintaining effective computer security.

Report to

IT Security - Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring the Data Security System and rectifying security problems.
- Maintaining physical security procedures.
- Producing and acting on security violation reports.
- Educating Data Security Coordinators and end-users.
- Researching and reporting on computer 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.

Internal contacts

Systems Programmers.

External contacts

Computer Security Specialists/Consultants.

Typical experience

A background in Computing Operations or Systems.

Other comments

Alternative Title: Computer Security Specialist.

Position Description

Position title:	**Disaster Recovery Manager**
Position code:	**33099**
Level:	**5**

Responsible for

Managing the development, planning, testing and administration of the organisation's Disaster Recovery plans and procedures by the Disaster Recovery team.

Report to

Chief Security Officer, General Manager - IT Services/Infrastructure

Supervises

Disaster Recovery Specialists

Main activities

- Lead the Disaster Recovery team in assessing, developing, coordinating and communicating recovery environment requirements and plans.
- Ensuring Disaster Recovery plans align with relevant legislation and organisational insurance requirements.
- Identifying recovery requirements for new applications and systems.
- Managing implementation of recovery and availability techniques and technologies, and reviewing periodically for ongoing validity.
- Maintaining monthly status reporting, budgeting, strategic planning, and Disaster Recovery documentation.
- Ensuring Disaster Recovery employees have the required skills to carry out their roles and are developed to meet ongoing staffing requirements.

Key skills

- A strong knowledge of relevant legislation and organisational insurance coverage.
- Thorough, expert knowledge of information systems, operating systems, databases and networking.
- An understanding of various aspects of the Disaster Recovery position that apply to mainframe, mid-range, LAN and associated networks.
- Competent consulting and teamwork skills.
- Ability to lead, influence and motivate a small team of IT Security Specialists.
- Demonstrated understanding of planning and budgeting procedures and principles.

Internal contacts

Network Support, Finance.

External contacts

Software/Hardware Vendors, Insurers.

Typical experience

10+ years of experience in commercial IT, with a background in both mainframe and client/server technologies coupled with tertiary qualifications in Computer Science or a related IT field.

Other comments

Alternative Title: Business Continuity Manager

Position Description

Position title:	**Disaster Recovery Specialist**
Position code:	**33100**
Level:	**4**

Responsible for

Planning, testing and administering Disaster Recovery.

Report to

Chief Security Officer, Senior Manager - IT Services/Infrastructure, IT Security Manager.

Supervises

No supervisory responsibilities.

Main activities

- Managing the utilisation and performance of disk sub-systems.
- Managing database creation and maintenance.
- Managing Disaster Recovery plans, including implementing procedures, plans and security.
- Ensuring organisation's ongoing systems capabilities in the event of unforeseen disasters such as sabotage, natural disasters, power outages.

Key skills

- A thorough understanding of cost of ownership for data storage and Disaster Recovery services.
- An understanding of various aspects of the Disaster Recovery position that apply to mainframe, mid-range, LAN and associated networks.
- A strong knowledge of relevant legislation and organisational insurance coverage.

Internal contacts

Network Support, Finance.

External contacts

Software/Hardware Vendors, Insurers.

Typical experience

Tertiary qualifications in Computer Science or a related IT field. A minimum of 10 years of experience in Computing with a background in mainframe Systems Programming.

Other comments

Alternative Title: Data Storage and Business Continuity Consultant.

Position Description

Position title:	**Incident Response/Problem Management Team Leader**
Position code:	**33350**
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:	**33345**
Level:	**3**

Responsible for

Ensuring processes/procedures are in place to manage and resolve high impact problems that have exceeded standard service levels or resulted in customer dissatisfaction.

Report to

IT Support Manager, General Manager - Infrastructure.

Supervises

No supervisory responsibilities, coordinates Incident response teams.

Main activities

- Implementing formal strategies to drive the efficiency and effectiveness of the Incident Management process for complex/high impact problems.
- Coordinating incident response teams to resolve IT problems that have exceeded typical service levels or result in significant business disruption.
- Investigating the root cause of incidents and instigating actions to correct the situation.
- Ensuring all high impact incidents/requests follow standard escalation guidelines.
- Monitoring and managing the communication of major IT incidents to employees.
- Forming critical incident rapid response teams to alleviate system outages as quickly as possible.
- Collating and developing reports for management containing key statistics surrounding incident management and resolution.
- Ensuring ownership of problems by relevant operational groups.

Key skills

- Strong communication and interpersonal skills.
- Strong ability to work well under stress and conflict.
- Ability to negotiate and influence effectively.
- Ability to work with both technical and non-technical employees at all levels of the organisation.
- Ability to develop and maintain a quality assurance program.
- Strong report writing skills.
- Basic understanding of IT architecture, both infrastructure and applications.

Internal contacts

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

External contacts

Vendors.

Typical experience

5+ years of experience within corporate IT, either from a business or technical background. At least 2 years of this experience should be in Incident Management.

Other comments

Alternative Title: Problem Manager, Critical Incident Manager, Incident/Problem Consultant.
Please note: This is not a team leader role.

Position Description

Position title:	**Ethical Hacker/Penetration Testing Manager**
Position code:	**33103**
Level:	**5**

Responsible for

Managing and leading the security testings against the organisation's network, projects, applications, and systems in order to identify potential security vulnerabilities and ensure effective security procedures are in place to mitigate cyber or other security attacks.

Report to

Chief Security Officer.

Supervises

Penetration Testing Analyst.

Main activities

- Ensuring the delivery of regular and ad-hoc penetration testing services to the organisation as well as other relevant activities are on track.
- Promoting the improvement of IT security management processes.
- Managing the external regular security reviews and penetration testing.
- Reporting to relevant stakeholders on the security quality across IT assets.
- Providing leadership and support to the team.
- Representing the organisation to external organisations when required.
- Driving the best practices throughout the team.

Key skills

- Excellent leadership and communication skills.
- Strong understanding of a broad range of penetration testing and code review methods and tools .
- Deep knowledge of IT security best practices and industry standards.
- Strong understanding of ethical hacking of IT systems and solutions.
- Strong understanding of IT security principles associated with various IT systems.
- Deep knowledge of technology infrastructure and application development languages.

Internal contacts

Management, IT, and other areas within security.

External contacts

Industry bodies, government agencies, and other intelligence sources.

Typical experience

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:	**Ethical Hacker/Penetration Testing Analyst**
Position code:	**33105**
Level:	**4**

Responsible for

Undertaking security testings against the organisation's network, projects, applications, and systems in order to identify potential security vulnerabilities and ensure effective security procedures are in place to mitigate cyber, malicious hacker or other security attacks.

Report to

Chief Security Officer, Penetration Testing Manager

Supervises

This role has no direct reports.

Main activities

- Delivering regular and ad-hoc penetration testing and vulnerability assessments/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. .
- Monitoring Security Incident & Event Management Logs.
- Primary contact for the resolution of any Security Incidents.

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.

Internal contacts

Executive team, users and user groups.

External contacts

IT Security Specialists, Industry Bodies, Government Agencies and other intelligence sources.

Typical experience

- Diploma, Bachelor degree or higher, in Information Systems, Software Development or a similar field coupled with a minimum of 5-8 years relevant IT Security infrastructure and security testing experience.
- Penetration Testing certifications such as SANS (any), OSCP, CREST or other.
- Application development experience in .NET, Ruby, Python, or other.
- Highly desirable - technical certifications such as CISSP, CISM, CISA, OSCE, GWAPT or GPEN
- In depth experience with security assessment tools and distributions.
- An exceptional understanding of network design, operations and protocol.

Other comments

Position Description

Position title:	**Junior Ethical Hacker/Penetration Testing Analyst**
Position code:	**33110**
Level:	**3**

Responsible for

Undertaking security testings against the organisation's network, projects, applications, and systems in order to identify potential security vulnerabilities and ensure effective security procedures are in place to mitigate cyber or other security attacks.

Report to

Penetration Testing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Delivering regular and ad-hoc penetration testing services to the organisation.
- Developing and improving IT security management processes.
- Identifying emerging IT security threats and risks.
- Simulating exercises to test security awareness of end users.
- Developing scope with external consultants to perform regular security reviews and external penetration testing.
- Updating relevant stakeholders on the security quality across IT assets.

Key skills

- Understanding of a broad range of penetration testing and code review methods and tools .
- Knowledge of IT security best practices and industry standards.
- Understanding of ethical hacking of IT systems and solutions.
- Understanding of IT security principles associated with various IT systems.
- Knowledge of technology infrastructure and application development languages.
- Knowledge of security tools and products (Fortify, AppScan, etc.)
- Understanding of Network servers and networking tools (e.g. Nessus, nmap, Burp, etc.)

Internal contacts

Management, IT, and other areas within security.

External contacts

Industry bodies, government agencies, and other intelligence sources.

Typical experience

5+ years It experience, with 2 - 4 years of relevant IT security infrastructure and security testing experience coupled with tertiary qualification in relevant fields. May posses technical certifications in CISSP, CISM, CISA, OSCP, OSCE. GWAPT or GPEN

Other comments

Penetration Testers are designed to achieve a specific, attacker-simulated goal when at a desired security posture. This role differs to Vulnerability Assessors that are designed to yield a prioritised list of vulnerabilities, and are generally used to asses where you want to be in terms of security. Vulnerabilities Assessor / Security Auditor - 33420

Position Description

Position title:	**Advanced Helpdesk Specialist - Specialised Support**
Position code:	**18175**
Level:	**3**

Responsible for

Providing high level, specialised technical support, typically from a Helpdesk environment, regarding very specific and/or customised application(s). This position typically only exists in very large organisations.

Report to

IT Support Manager.

Supervises

No supervisory responsibilities, although employees in this role may technically mentor more Helpdesk employees in basic troubleshooting concerning the specific application(s).

Main activities

- Providing specialised, escalated technical support from a central location (typically helpdesk) either by telephone or email.
- Developing and maintaining specialist knowledge and skill in supported products and in those products associated with supported products, as required.
- Negotiating timeframes for solution implementation with users and updating users on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior staff/external vendors and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all liaisons and communications.
- Developing and delivering training to Helpdesk/IT support staff.
- Attending relevant product and skill courses.

Key skills

- High level specialist knowledge of the products/applications supported.
- Strong service orientation.
- Excellent communication skills.
- Advanced problem analysis and problem solving skills.
- Broad understanding of common desktop applications, systems administration and network engineering.
- Strong understanding of the organisation's technical environment and operating platforms.

Internal contacts

Individual users, Desktop Support, Helpdesk.

External contacts

Suppliers/Vendors.

Typical experience

At least 5-7 years of Technical Support experience with at least 1 year dedicated to the specific application/technologies being supported. Will typically hold relevant tertiary qualifications and professional certifications such as an MCP, MCSE).

Other comments

Position Description

Position title:	**Desktop Support Manager**
Position code:	**18150**
Level:	**5**

Responsible for

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

Report to

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

Supervises

Desktop Support Analysts.

Main activities

- Providing a rapid and efficient resolution service to users with escalated Desktop technical issues.
- Ensuring faults are either rectified within a specified timeframe or escalated to Network Engineers.
- Ensuring escalation procedures from Helpdesk are communicated and followed.
- Ensuring that desktop performance and reliability is maintained within agreed service levels.
- Managing the resources of the Desktop Support group.
- Managing the recruitment of new employees and the professional development of existing employees.
- Fostering and implementing process improvement methodologies to continually enhance desktop support performance.

Key skills

- Well developed management skills in planning and scheduling, together with the ability to lead and motivate a team of specialist staff.
- Experienced in all aspects of IT Support.
- Strong knowledge of the organisation's existing IT infrastructure, operating systems and software.
- Knowledge of proposed changes to existing technical environment.
- Experience in process improvement methodologies.
- Exceptional customer service focus.

Internal contacts

Users, Helpdesk, Network Engineers

External contacts

Suppliers and Vendors.

Typical experience

At least 7 years of experience in IT, with 3 - 5 years of IT Management experience, preferably in a large corporate environment coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Desktop Support Team Leader**
Position code:	**18155**
Level:	**4**

Responsible for

Mentoring and leading the second level Desktop Support employees.

Report to

Desktop Support Manager.

Supervises

Desktop Support Analysts.

Main activities

- Providing escalated telephone and basic face to face technical support to users regarding Desktop issues.
- Acting as an internal technical reference point for colleagues.
- Managing the rostering process of Desktop support team to ensure even allocation of any shift/on-call responsibilities.
- Developing and furthering the technical skills of Desktop team.
- Allocating team resources to low level IT projects requiring installations, software rollouts and upgrades.
- Delivering training courses regarding both technical and business skills to Desktop Support team.
- Ensuring high level technical queries are escalated to Network Engineers according to established procedures.
- Ensuring the consistent application and maintenance of Desktop standard operating environment (SOE).

Key skills

- Strong technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- In depth knowledge of the organisation's Standard Operating Environment (SOE).
- Strong people leadership ability.

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

5+ years of relevant IT Support experience coupled with leadership skills and relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Senior Desktop Support Analyst**
Position code:	**18160**
Level:	**3**

Responsible for

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

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on most assigned tasks without referral back to Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key skills

- Strong technical knowledge of Desktop hardware and software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Strong knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title:	**Desktop Support Analyst**
Position code:	**18165**
Level:	**2**

Responsible for

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

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key skills

- Sound technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Sound analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Sound knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

At least 2-3 years of relevant IT Support experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Trainee Desktop Support Analyst**
Position code:	**18170**
Level:	**1**

Responsible for

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

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone based second level technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Ensuring technical queries not progressing are escalated to Team Leader or Senior Desktop Support according to established procedures.
- Participating in ongoing team training.

Key skills

- Good technical knowledge of Desktop hardware and software.
- Good analytical and problem solving skills.
- Good time management and communication skills.
- Strong customer service focus.
- Basic knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

6+ months of relevant, basic IT Support experience. May have completed or be working towards relevant tertiary level qualifications.

Other comments

Position Description

Position title:	**Helpdesk Manager**
Position code:	**18180**
Level:	**4**

Responsible for
Managing the provision of first level support services to all users of an IT site.

Report to
IT Support Manager, Senior Manager - IT Services/Infrastructure.

Supervises
Helpdesk Operators.

Main activities
- Providing advice to management regarding the capabilities and operational status of all first level support.
- Providing general advice to Team Leaders and handling escalated client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Managing the production of records reflecting Helpdesk and job stream statistics in a timely manner.
- Ensuring all problems are logged and kept current via a problem management system.
- Developing the Helpdesk members.

Key skills
- Detailed understanding of Help Desk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

Internal contacts
Individual Users, Desktop/LAN Support.

External contacts
Suppliers of third level support.

Typical experience
At least 5-7 years experience in IT Support, with at least 2 years as a Helpdesk Team Leader.

Other comments

Position Description

Position title:	**Helpdesk Team Leader**
Position code:	**18185**
Level:	**3**

Responsible for

Leading a team in providing courteous and efficient first level support to all users of IT systems.

Report to

Helpdesk Manager, IT Support Manager.

Supervises

A team of Helpdesk Operators.

Main activities

- Providing technical advice to other Helpdesk operators.
- Resolving client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Ensuring all users have a current status of their individual problems.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner.
- Logging and keeping current all problems via a problem management system.
- Developing the technical and service skills of Helpdesk Team.

Key skills

- Detailed understanding of Helpdesk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

Internal contacts

Individual Users, Desktop Support.

External contacts

Suppliers of third level support.

Typical experience

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

Other comments

Position Description

Position title:	**Senior Helpdesk Support**
Position code:	**18190**
Level:	**2**

Responsible for

Providing friendly and efficient first level support to all users of IT systems.

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

May mentor Helpdesk Support

Main activities

- Providing technical advice to other Helpdesk Operators and may help supervise staff.
- Resolving client problems, queries and complaints in an effective and timely manner. Monitoring all problems reported to the Helpdesk.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with operators regarding potential problems and with Equipment Maintainers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.

Key skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good skills in personal work organisation.

Internal contacts

Individual Users.

External contacts

Suppliers of third level support.

Typical experience

At least 2 years experience in IT Support coupled with relevant IT qualifications.

Other comments

Alternative Title: Senior Helpdesk Officer.

Position Description

Position title:	**Helpdesk Support**
Position code:	**18195**
Level:	**1**

Responsible for

Providing friendly and efficient first level support to all users of IT systems.

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing first level technical advice to users on personal computer hardware and software.
- Resolving client problems and queries in an effective and timely manner.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with Network Engineers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.
- Keeping Management aware of potential areas for product enhancement and educational requirements.   Liaising with Managers/Supervisors regarding potential problems.

Key skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good organisational skills.

Internal contacts

Individual Users.

External contacts

Typically None.

Typical experience

Represents an entry level position in IT Support, employee will have or be working towards relevant technical qualifications.

Other comments

Position Description

Position title:	**IT Training Manager**
Position code:	**34005**
Level:	**4**

Responsible for

Providing necessary IT training and user education services.

Report to

IT Support Manager.

Supervises

IT Training Officers.

Main activities

- Evaluating the effectiveness of training in relation to course content and individuals needs.
- Assisting Managers in determining the type and scope of training required in each area.
- Liaising with Suppliers of training courses and materials.
- Maintaining a library of all necessary educational materials.
- Ensuring the effective utilisation of the training facilities and resources.
- Liaising with Applications and Infrastructure management to stay abreast of software upgrades.

Key skills

- Good interpersonal skills.
- Ability to lead and motivate a small team.

Internal contacts

Users at all levels.

External contacts

Vendors, Training and Education Suppliers.

Typical experience

At least 5 years of experience in a large IT site coupled with a formal education in training methodologies and training programs. May come from a technical or user background.

Other comments

Alternative Titles: IT Education Manager; IT Learning & Development Manager

Position Description

Position title:	**IT Training Officer**
Position code:	**34010**
Level:	**3**

Responsible for

Delivering IT training and education.

Report to

IT Training Manager.

Supervises

No supervisory responsibilities.

Main activities

- Organising, scheduling and conducting IT training, in both soft copy, hard copy and multi-media formats.
- Maintaining a comprehensive training records database.
- Gathering assessments and evaluations of various IT training courses conducted in the organisation.
- Staying abreast of all software upgrades within the organisation.

Key skills

- Presentation and training skills.
- Broad understanding of the systems and applications used on the site.
- Planning and scheduling abilities.

Internal contacts

Users at all levels.

External contacts

Vendors, Training and Education Suppliers.

Typical experience

At least 2-3 years of experience in a large IT site coupled with a formal education in training methodologies and training programs. May come from a technical or user background.

Other comments

Alternative Title: IT Education Officer.

Position Description

Position title:	**IT Support Manager**
Position code:	**18145**
Level:	**5**

Responsible for

Overall coordination and management of all aspects of IT Support to ensure service quality to end-users/clients is maintained at high levels.

Report to

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

Supervises

Helpdesk Manager, LAN Support Manager, IT Training Manager.

Main activities

- Establishing service level agreements for IT support.
- Ensuring systems, policies and procedures are in place to ensure seamless IT support is provided to all users.
- Ensuring seamless communication and escalation points are maintained between Helpdesk, Desktop, LAN and WAN support.
- Monitoring expenses and reporting on any variances in the IT Support budget to Senior Management.
- Promoting occupational health and safety in the IT environment.
- Providing necessary IT training and end-user education services.

Key skills

- Strong experience in coordinating IT Support at all levels.
- Strong understanding of workflow and systems.
- Excellent communication skills, both written and verbal.
- Absolute focus on service to users.
- Excellent people management and leadership skills.

Internal contacts

User Groups, Applications Groups, Systems Specialists.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title:	**Quality Assurance Manager**
Position code:	**34015**
Level:	**5**

Responsible for

Planning, designing, implementing and maintaining a quality management system that complies with local and international standards.

Report to

Corporate Quality Manager.

Supervises

Professional staff seconded for specific assignments.

Main activities

- Ensuring that all completed work is checked for technical accuracy, adequacy and design flaws.
- Testing different parts of a designed system for effectiveness. Establishing a quality program to ensure regular quality control checks of all products through various stages of production and/or processes.
- Reviewing and updating the quality system regularly in order to maintain and improve its effectiveness. Ensuring that adequate training programs are in place for internal staff.
- Investigating customer complaints, often visiting their premises for on-site analysis and rectification. Influencing steps to rectify identified faults.
- Undertaking commercial risk reviews and conducting negotiations.
- Assessing, auditing and validating internal qualification of vendors.

Key skills

- Sound IT background.
- Strong interpersonal skills.

Internal contacts

Business units and commercial department.

External contacts

Clients, industry groups, consultants.

Typical experience

At least 10 years of well rounded IT experience with substantial experience in project management, consulting and a certificate in quality management. May have a degree or tertiary level diploma in computing.

Other comments

The role requires a high public profile with regular demonstrations to clients and company representations at public events.

Position Description

Position title:	**Senior Quality Assurance Analyst**
Position code:	**34020**
Level:	**4**

Responsible for

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

Report to

Quality Assurance Manager.

Supervises

May mentor Quality Assurance Analysts.

Main activities

- Coordinating and carrying out routine Quality Assurance reviews of changes to computing facilities, including applications and system software environments, networking, etc.
- Coordinating the development and enforcement of technical standards, covering JCL, job structure, production control, conventions software usage, etc.
- Establishing and maintaining an effective Quality Assurance function.
- Participating with the development of testing methods and standards, and ensuring that appropriate testing takes place.

Key skills

- Ability to use a development methodology.
- Knowledge of and experience with INFOMAN would be useful.
- Good interpersonal and leadership skills.

Internal contacts

User Groups, Applications and Systems Team.

External contacts

Quality Groups, Vendors.

Typical experience

6-8 years of relevant experience.   An MVS/UNIX technical background, particularly involving JCL, is highly desirable, as is experience as a Team Leader.

Other comments

Position Description

Position title:	**Quality Assurance Analyst**
Position code:	**34025**
Level:	**3**

Responsible for

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

Report to

Quality Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with establishing and maintaining an effective Quality Assurance function.
- Carrying out routine Quality Assurance reviews of changes to computing facilities, including applications and system software environments, networking etc.
- Participating in developing and enforcing technical standards covering JCL, job structure, production control, naming conventions, software usage, etc.
- Participating in the development of testing methods and standards and ensuring the appropriate testing takes place.

Key skills

- Ability to follow a development methodology.
- Knowledge of and experience with INFOMAN would be useful.
- Good interpersonal skills.

Internal contacts

User Groups, Applications and Systems Team.

External contacts

Quality Groups, Vendors.

Typical experience

An MVS/UNIX technical background, particularly involving JCL is highly desirable. 2-5 years of experience.

Other comments

Position Description

Position title:	**Senior Operations Support Analyst**
Position code:	**18255**
Level:	**3**

Responsible for

Providing technical support to data centre operations.

Report to

Data Centre Manager.

Supervises

May mentor Operations Support Analysts.

Main activities

- Determining and resolving problems at the second level.
- Coordinating the Problem and Change Management systems
- Ensuring the backup of on-line data
- Ensuring development, testing, documentation and implementation of critical recovery procedures
- Managing all hardware installations, maintenance and problems
- Providing efficient DASD and tape management administration

Key skills

- Knowledge of equipment malfunction procedures and performance reporting.

Internal contacts

Users, Systems and Network Specialists

External contacts

Vendors of Hardware, Storage Systems

Typical experience

At least 6 years of experience in data centre operations, with at least 2 years in a large IT site

Other comments

Alternative Titles: Production Support Supervisor; Operations Support Analyst.

Position Description

Position title:	**Operations Support Analyst**
Position code:	**18260**
Level:	**2**

Responsible for

Solving operational problems, operational change projects and undertaking other Support activities.

Report to

Data Centre Manager.

Supervises

No supervisory responsibilities.

Main activities

- Carrying out second level problem determination and resolving operating system problems.
- Developing and documenting procedures for data centre operations.
- Liaising with Equipment Suppliers in relation to hardware problems, installations and maintenance.
- Administering DASD and tape management systems.
- Coordinating Problem and Change Management systems.

Key skills

- Ability to diagnose and rectify system malfunctions.
- Good organisational skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

At least 2-3 years of experience in data centre operations in a large IT site. Will have completed appropriate training courses.

Other comments

Alternative Titles: Production Support Specialist; Operations Support Officer.

Position Description

Position title:	**Data Centre Manager**
Position code:	**18225**
Level:	**5**

Responsible for

Ensuring the operational efficiency and effectiveness of data centre operations and facilities with a minimum number of operations delays and breakdowns.

Report to

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

Supervises

Data centre staff.

Main activities

- Managing the 24x7 support for all production systems.
- Monitoring, maintaining and reporting performance and service levels.
- Managing and rostering a team of data centre Operators to ensure a continual, skilled coverage of data centre operators.
- Maintaining an acceptable environment for major IT hardware, typically large scale mainframe systems.
- Coordinating the maintenance of IT equipment, typically large scale mainframe systems.

Key skills

- Knowledge of the best equipment to use in particular situations and the different ways to produce output with the staff and equipment available.
- Management skills and skills in production scheduling and rostering.
- Ability to lead and motivate Operations staff.

Internal contacts

User Groups, Systems and Network Specialists.

External contacts

Vendors of Hardware and Support Services.

Typical experience

At least 7 years of experience in Data Centre operations with at least 3-5 years management experience in a large IT site.
Tertiary qualifications desirable but not necessary.

Other comments

Alternative Titles: Operations Manager; Data Centre Supervisor.

Position Description

Position title:	**Shift Manager**
Position code:	**18230**
Level:	**4**

Responsible for

Managing the data centre on a shift basis and ensuring the security of equipment and confidentiality of the data. Also responsible for the timely processing and maximum availability of the service.

Report to

Data Centre Manager.

Supervises

Data Centre Operators.

Main activities

- Operating data centre equipment and directing Operating staff.
- Determining the allocation of resources required to meet Processing service levels across multiple sites.
- Managing the diagnosis and resolution of operational difficulties and initiating and recording remedial action to minimise system down time.
- Planning and coordinating training to ensure the shift development is maximised and that necessary expertise are maintained.
- Assuming a high profile in the routine administration of the Processing function.

Key skills

- High level communication and management skills.
- Ability to make correct and clear decisions under pressure.
- Ability to project a service oriented attitude.
- Good staff motivational skills.
- Strong troubleshooting skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

A minimum commitment of at least 3 years to the Shift Management role is expected.

Other comments

Position Description

Position title:	**Shift Team Leader**
Position code:	**18235**
Level:	**3**

Responsible for

Supervising shifts within the Operations/Data Centre.

Report to

Data Centre Manager.

Supervises

Data Centre Operators.

Main activities

- Ensuring all system services are operating.
- Carrying out first level problem determination of computer problems.
- Ensuring that the quality of computer printed output is acceptable.
- Initialising computer systems and network and all associated applications.

Key skills

- Ability to diagnose common problems in the operation of equipment and systems.
- Production scheduling, leadership and motivational skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

At least 4 years of experience in data centre operations, with at least 2 years in a large IT site. Will have completed all necessary training courses in the operation of the equipment and systems.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Senior Operator; Shift Leader.

Position Description

Position title:	**Senior Data Centre Operator**
Position code:	**18240**
Level:	**2**

Responsible for

Operating the computer to ensure the timely completion of either more urgent, more complex or specialised assignments, as per user requirements.

Report to

Shift Manager.

Supervises

May mentor Data Centre Operators.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Undertaking the more urgent, more complex or specialised assignments.
- Operating printers, distributing paper to the output area, and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.
- A proven record of accuracy and timely production of reports.

Internal contacts

Users.

External contacts

Limited external contacts, Suppliers of third level Support.

Typical experience

At least 3-5 years of experience in Operations/Data Centre within a large, corporate environment. Will have completed operational courses and on the job training.

Other comments

Often required to work in a 24x7/extended hours roster environment.

Position Description

Position title:	**Data Centre Operator**
Position code:	**18245**
Level:	**2**

Responsible for

Operating the data centre to ensure the timely completion of assignments as per user requirements.

Report to

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal contacts

Users.

External contacts

Limited external contacts, Suppliers of third level Support.

Typical experience

At least 2-3 years experience in data computer operations. Will have completed operational courses and on-the-job training.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Operator

Position Description

Position title:	**Junior Data Centre Operator**
Position code:	**18250**
Level:	**1**

Responsible for

Operating the data centre to ensure the timely completion of assignments as per user requirements.

Report to

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal contacts

Users.

External contacts

Limited external contact, Suppliers of third level Support.

Typical experience

At least 6-12 months of experience in Computer Operations. Will have completed operational courses and on-the-job training.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Junior Operator; Trainee Data Centre Operator.

Position Description

Position title:	**Assets & Configuration Manager**
Position code:	**36005**
Level:	**4**

Responsible for

Identifying, recording and reporting on IT components to ensure appropriate records are kept and stock levels are right.

Report to

General Manager.

Supervises

No supervisory responsibilities.

Main activities

- Identifying the configuration structures for all infrastructure's configuration items.
- Allocating identifiers and version numbers for configuration items, labelling each item, and entering them into the configuration management data base.
- Ensuring that no configuration item is added, modified, replaced or removed without appropriate controlling documentation.
- Reporting of all current and historical data concerned with each configuration item throughout its life cycle.
- Reviewing and auditing configuration items to ensure they are correctly recorded in the configuration management systems.
- Providing accurate information on configurations and their documentation to support all other information services management processes.

Key skills

- Good verbal and written communication skills.
- Strong analytical skills and accounting skills.
- Strong reasoning skills.
- Sound technical knowledge.
- Teamwork and leadership skills.

Internal contacts

Senior Management, all user departments, General managers.

External contacts

Suppliers

Typical experience

Possesses sound technical knowledge in IT with at least 5 years experience in a large information services company.

Other comments

Position Description

Position title:	**Asset & Configuration Consultant**
Position code:	**36004**
Level:	**3**

Responsible for

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

Report to

Asset & Configuration Manager.

Supervises

No supervisory responsibilities.

Main activities

- Allocating identifiers as well as version numbers for configuration items.
- Ensuring that each item is labelled with identifiers, and entered into the configuration management data base.
- Ensuring adherence to configuration management plans.
- Assisting with reporting of all current and historical data concerned with each configuration item throughout its life cycle.
- Reviewing and auditing configuration items to ensure they are correctly recorded in the configuration management systems.
- Keeping track of controlling documentation and ensuring that no configuration item (asset) is added, modified, replaced or removed without this.

Key skills

- Good verbal and written communication skills.
- Strong analytical skills and accounting skills.
- Strong reasoning skills.
- Sound technical knowledge.

Internal contacts

Senior Management, Service Desk team, all user departments, General Managers.

External contacts

Suppliers

Typical experience

Possesses sound technical knowledge in IT with at least 2 years experience in a large information services company in assets and configuration.

Other comments

Position Description

Position title:	**IT Asset Manager**
Position code:	**36020**
Level:	**5**

Responsible for

Providing whole life-cycle management for the ICT asset fleet, ensuring that it is managed efficiently and effectively in accordance with legislation, policies and procedures.

Report to

Business Operations Manager.

Supervises

May supervises Asset Management employees.

Main activities

- Providing strategic oversight of the management of the ICT assets fleet and developing, implementing and managing appropriate policies, processes and procedures.
- Leading the overall management and co-ordination of the procurement, deployment, refresh, replacement and retirement of assets, inclusive of non-capital items throughout their lifecycle.
- Developing, evaluating and providing advice to Senior Management on IT asset management strategies and issues.
- Ensuring the ongoing delivery of strategic business objectives through continuous improvement activities including developing and maintaining an audit/stocktake plan inclusive of managing corrective actions arising from audit findings.
- Developing and maintaining constructive and collaborative relationships with internal and external stakeholders including working closely with the Financial Controller to ensure all the financial requirements relating to asset management are fully and appropriately addressed.
- Ensuring that the asset data is complete, accurate and up-to-date and the requirements of other business units in relation to asset data are satisfied.

Key skills

- Demonstrate knowledge and experience in aligning IT asset management policies and procedures with strategic business objectives, including high level policy development and implementation skills.
- Demonstrated experience in the management of and understanding the issues associated with managing an extensive ICT fleet including, but not limited to, procurement, installation, management, refresh and retirement of assets.
- Demonstrated ability to resolve complex management, operational and technical issues.
- Ability to develop productive relationships with customers, stakeholder and suppliers, with a focus on benefits and continuous improvement.
- Ability to identify and evaluate technological developments and match the appropriate technologies to business requirements.
- Strong asset management skills, including staff.

Internal contacts

Managers and staff at all levels.

External contacts

Suppliers.

Typical experience

Minimum 5 years experience in IT industry, experience in asset management l, coupled with appropraite tertiary qualifications.

Other comments

Position Description

Position title:	**Six Sigma - Master Black Belt**
Position code:	**15500**
Level:	**5**

Responsible for

Implementing, training and advising the organisation in relation to 6 Sigma methodology and practice. Acting as an expert "mentor" and advisor to Black Belts. This role is critical in ensuring that the organisation implements 6 Sigma effectively, and that the statistical methods utilised are correct.

Report to

Manager of Six Sigma Projects or Business Unit Manager.

Supervises

Manages Black and Green Belts.

Main activities

- Acting as an in-house expert/mentor on 6 Sigma methodology and the application of 6 Sigma theory. Leads, trains, and manages Black Belts.
- Identifying and training potential Black Belts within the organisation. Ensuring that both theoretical (correct application) and practical (statistical rigour) requirements are meet.
- Counselling both senior management and Black Belts in relation to unusually complex or non-routine cases.
- Assisting at both the highest and lower levels of the organisation in developing the strategy for continual business quality improvements. Quantifying financial benefits of Six Sigma improvement projects.
- Creating, analysing and driving major quality initiatives to achieve desired cultural change, ownership and understanding.
- Identifying, developing and accounting for suitable 6 Sigma projects throughout the organisation, often across multiple departments and/or locations.
- Reviewing relative success of 6 Sigma projects throughout organisation, and analysing factors that are critical to success.

Key skills

- Expert in 6 Sigma methodologies and application.
- Excellent leadership skills.
- Identify, lead, motivate, develop and mentor employees suitable for 6 Sigma roles within the organisation, particularly potential and accredited Black Belts.
- Excellent statistical and analytical skills; ability to analyse data and tailor information to the needs of the audience. Ability to communicate complex issues in simple terms.
- Project management and stakeholder management skills, particularly across multiple departments and individual project teams.
- Continuous improvement mind-set; seeks perfection and has a true quality focus.

Internal contacts

Project Team Members, Black Belts and Green Belts.

External contacts

Nil.

Typical experience

Completed Black Belt certification. Must possess a commercial/business background, preferably with a minimum of 8-10+ years experience. Experience in leading teams and working through others to achieve success, has held key operational roles, with high performance.

Other comments

Position Description

Position title:	**Six Sigma - Black Belt**
Position code:	**15505**
Level:	**4**

Responsible for

Completing the work and delivering the results of a Six Sigma project - focusing on major and measurable improvements in key business processes that are linked to 'critical to quality' customer needs. This role is critical in ensuring that the project stays on track, any obstacles are resolved and progress continues.

Report to

Master Black Belt.

Supervises

May supervise Green Belts or other project team members.

Main activities

- Lead and manage business improvement projects using Six Sigma methodologies.
- Decide which Six Sigma techniques are appropriate for the problems at hand, referring to the Six Sigma Advisors for expert advice for unusually complex or non-routine cases.
- Acting as a trainer/mentor to Green Belts within the organisation.
- Assist in the development of the strategy for business quality improvements.
- Drive major quality initiatives to achieve desired cultural change, ownership and understanding.
- Review and clarify project rationale with sponsor; develop and update the project charter and implementation plan.
- Maintain the project schedule and keep progress moving toward final solutions and results.
- Document final results and create storyboards of the project; conduct post project review and implement revised action for the next project.
- Quantify financial benefits of Six Sigma improvement projects.

Key skills

- Good leadership skills. Ability to lead a project autonomously.
- Continuous improvement mind-set; seeks perfection and has a true quality focus.
- Good statistical and analytical skills; ability to analyse data and tailor information to the needs of the audience.
- Project management skills.
- A sound understanding of the Six Sigma Project Management methodology.

Internal contacts

Project Team Members, Other Black Belts and Green Belts.

External contacts

Nil.

Typical experience

Completed Black Belt certification. Must possess a commercial/business background, preferably with a minimum of 5 years experience. Experienced in leading teams and working through others to achieve success.

Other comments

Position Description

Position title:	**Six Sigma - Green Belt**
Position code:	**15510**
Level:	**3**

Responsible for

Supporting and delivering the results of a Six Sigma project - focusing on major and measurable improvements in key business processes that are linked to 'critical to quality' customer needs.

Report to

Master Black Belt.

Supervises

None

Main activities

- Assist business improvement projects using Six Sigma methodologies.
- Support the Six Sigma techniques chosen for the problems at hand, referring to the Six Sigma Advisors for expert advice for unusually complex or non-routine cases.
- Assist in the development of the strategy for business quality improvements.
- Support major quality initiatives to achieve desired cultural change, ownership and understanding.
- Review and clarify project rationale with sponsor; develop and update the project charter and implementation plan.
- Maintain the project schedule and keep progress moving toward final solutions and results.
- Document final results and create storyboards of the project; conduct post project review and implement revised action for the next project.
- Quantify financial benefits of Six Sigma improvement projects.

Key skills

- Good leadership skills. Ability to lead a project autonomously.
- Continuous improvement mind-set; seeks perfection and has a true quality focus.
- Good statistical and analytical skills; ability to analyse data and tailor information to the needs of the audience.
- Project management skills.
- A sound understanding of the Six Sigma Project Management methodology.

Internal contacts

Project Team Members, Black Belts and other Green Belts.

External contacts

Nil.

Typical experience

Completed Green Belt certification. Shown experience in a commercial/business background, preferably with a minimum of 1-4 years experience.

Other comments

Position Description

Position title:	**Team Leader - Incident/ Problem Management**
Position code:	**35015**
Level:	**4**

Responsible for

Leadership and support for the Incident / Problem Management team, acting as an escalation point for problems.

Report to

Business Unit Manager

Supervises

Incident / Problem Management team.

Main activities

- Overseeing and supporting the team, whilst ensuring duties are completed.
- Ensuring the necessary documentation is completed and communicated.
- Escalation of problems to the appropriate manager.

Key skills

- Customer Service Skills
- Ability to lead a team
- Excellent verbal, and written communication skills
- Good analytical skills

Internal contacts

Incident/Problem Management team, Business Unit Manager, Service Delivery divisions.

External contacts

Customers,

Typical experience

Tertiary qualification in appropriate area, minimum 2 years experience in a Problem Management role, team leader experience

Other comments

Position Description

Position title:	**Incident/Problem Consultant**
Position code:	**35020**
Level:	**3**

Responsible for

Ensuring processes/procedures are in place to manage and resolve high impact problems that have exceeded standard service levels or resulted in customer dissatisfaction.

Report to

IT Support Manager, General Manager - Infrastructure.

Supervises

No supervisory responsibilities, coordinates Incident response teams.

Main activities

- Implementing formal strategies to drive the efficiency and effectiveness of the Incident Management process for complex/high impact problems.
- Coordinating incident response teams to resolve IT problems that have exceeded typical service levels or result in significant business disruption.
- Investigating the root cause of incidents and instigating actions to correct the situation.
- Ensuring all high impact incidents/requests follow standard escalation guidelines.
- Monitoring and managing the communication of major IT incidents to employees.
- Forming critical incident rapid response teams to alleviate system outages as quickly as possible.
- Collating and developing reports for management containing key statistics surrounding incident management and resolution.
- Ensuring ownership of problems by relevant operational groups.

Key skills

- Strong communication and interpersonal skills.
- Strong ability to work well under stress and conflict.
- Ability to negotiate and influence effectively.
- Ability to work with both technical and non-technical employees at all levels of the organisation.
- Ability to develop and maintain a quality assurance program.
- Strong report writing skills.
- Basic understanding of IT architecture, both infrastructure and applications.

Internal contacts

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

External contacts

Vendors.

Typical experience

5+ years of experience within corporate IT, either from a business or technical background. At least 2 years of this experience should be in Incident Management.

Other comments

Alternative Titles: Problem Manager; Critical Incident Manager; Incident/Problem Consultant. *** This is not a team leader role.

Position Description

Position title:	**Senior IT Relationship/Account Manager**
Position code:	**35005**
Level:	**5**

Responsible for

Managing all operational and strategic interactions between a designated organisational business unit(s) and IT to deliver an effective, efficient IT service.

Report to

May report to the relevant business unit manager, or to IT management dependent upon organisational structure.

Supervises

May supervise more junior IT Relationship/Account Managers.

Main activities

- Working closely with the business unit to match strategic demand for IT services with supply via effective prioritisation and process improvement.
- Providing a key contact point for relevant business unit(s) to check the status of projects and work requests.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Ensuring that relevant business unit stakeholders/representatives are involved in designing and/or enhancing IT processes.
- Preparing and distributing regular service level reports to both IT and business unit management.
- Assisting in the escalation of IT performance/service delivery issues on behalf of business unit customers.
- Assisting business unit with project and work requests and assisting on components of business cases.
- Conducting service level reviews with both IT and business unit to determine emerging requirements and areas of improvement.
- Conducting strategic and operational planning.

Key skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Knowledge of emerging technology trends, IT functions, basic architecture.
- Understanding of project management methodologies.
- Enthusiastic champion of change.

Internal contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

External contacts

Vendors.

Typical experience

8-10 years commercial IT experience, ideally with 5 years in a senior IT/business role coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Senior Service Delivery Manager.

Position Description

Position title:	**IT Relationship/Account Manager**
Position code:	**35010**
Level:	**4**

Responsible for

Managing all operational and strategic interactions between a designated organisational business unit (s) and IT to deliver an effective, efficient IT service.

Report to

May report to Senior IT Relationship/Account Manager or to IT management dependent upon organisational structure.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with the business unit to match operational demand for IT services with supply via effective prioritisation and process improvement.
- Providing a key contact point for relevant business unit(s) to check the status of projects and work requests.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Contributing to strategic and operational planning processes.
- Preparing and distributing regular service level reports to both IT and business unit management.
- Assisting in the escalation of IT performance/service delivery issues on behalf of business unit customers.
- Assisting business unit with project and work requests and assisting on components of business cases.
- Conducting service level reviews with both IT and business unit to determine emerging requirements and areas of improvement.

Key skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Knowledge of emerging technology trends, IT functions, basic architecture.
- Understanding of project management methodologies.
- Enthusiastic champion of change.

Internal contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

External contacts

Vendors.

Typical experience

5-7 years commercial IT experience, ideally with 3 years in an IT/business partnership role coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	**Relationship Manager**
Position code:	**35025**
Level:	**3**

Responsible for

Managing high importance interactions between the business and external agents, and ensuring client and partner satisfaction by appropriate transitioning to other business divisions.

Report to

Business manager

Supervises

May supervise other relationship specialists.

Main activities

- Develop a plan for the acquisition and processing of all high importance partnerships and other external agents and delivers value to the product/solution development and sales channels.
- Assess and recommend emerging partners or clients for suitability of incorporation into the business, in line with the collaboration with relevant internal stakeholders
- Develop strong relationships with the partners and other external agents in order to achieve high levels of commitment and participation in joint arrangements to maximise revenue growth
- Manage and document budget allocation and expenditure, in relation to growing relationships.

Key skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Relative market knowledge
- Good analytical and reporting abilities

Internal contacts

Stakeholders, service delivery divisions,

External contacts

Existing and emerging business partners, and prospective clients

Typical experience

At least 3 years Relationship management experience, tertiary qualification in related field,

Other comments

Alternative Titles: Partnership Manager.

Position Description

Position title:	**IT Commercial Manager**
Position code:	**35030**
Level:	**5**

Responsible for

Managing IT supplier relationship(s) with direct responsibility for commercial, contractual, legal and financial outcomes for specific category(s), ensuring that the organisation achieves maximum leverage (price and service delivery/quality) from IT supplier arrangements.

Report to

Dependent on organisational structure - may report to Senior IT Management with a 'dotted line' report to Procurement/Finance, Director Strategic Sourcing.

Supervises

Team of Commercial Analysts.

Main activities

- Developing, implementing and managing appropriate strategies and processes to ensure relationships with key suppliers deliver value-added, competitive solutions, which enable organisational objectives to be met.
- Contributing to and developing commercial strategies relating to sourcing from external suppliers, which will meet commercial/business objectives. Where assigned, manage and lead the implementation of these strategies as appropriate.
- Providing input to and implementing strategic outsourcing and operational plans which integrate into the overall organisational strategies.   Identifying opportunities to support and implement programs that significantly reduce the operating and capital expenditure.
- Supporting the Supplier Teams to lower the unit prices of products and services to deliver annualised savings as well as assisting in identification of unnecessary usage of products and services to reduce expenditure.
- Developing and maintaining a sound understanding of the supplier market and effectively apply this to the development of the supplier relationships and acquisition practices.
- Establishing robust engagement points with both internal and service providers for the assigned portfolio projects.
- Providing commercial advice/direction, risk analysis and assistance with dispute resolution to internal customers in relation to supplier and contract management.
- Maintaining supplier relationships to ensure compliance with agreed contractual terms and business needs.
- Acting as the escalation point for problems/disputes relating to supplier relationships.
- Fulfilling the role of commercial representative at supplier review and governance meetings as required.

Key skills

- Astute in the management and operation of suppliers with proven ability to assess the capability of suppliers and commercial proposals.
- Strong negotiation skills with a proven track record in supplier management.
- Sound understanding of supplier contracts and the initiative to seek timely advice on technical and operational perspective's from both internal and external sources to ensure the most favourable commercial outcome.
- Ability to work autonomously and as a part of a team.
- Ability to analyse, evaluate and be creative in solving complex problems including conflict, priorities and resourcing.
- Excellent written, numerative and verbal skills to communicate with vendors, senior management and customers.
- Demonstrated ability to represent the company and successfully deal with sensitive commercial negotiations.

Internal contacts

Business Units, Legal staff, Project Managers, Infrastructure and Applications Specialists.

External contacts

External Consultants, Outsource Service Providers, external solicitors and clients.

Typical experience

Will have at least 6 years experience in a commercial environment, preferably incorporating project, service delivery, technology or supplier management. Tertiary qualifications in a relevant discipline - Business, Management, Legal.

Other comments

Position Description

Position title:	**Senior Commercial Analyst**
Position code:	**35035**
Level:	**4**

Responsible for

Analysing the performance of preferred suppliers in areas such as vendor performance, market costing and costs incurred by the business. Providing support to Commercial Managers in delivering outcomes on specified goods and services categories.

Report to

IT Commercial Manager.

Supervises

May supervise Commercial Analysts

Main activities

- Assisting with development and management of one or more suppliers or categories to best practice sourcing standards.
- Developing and managing one or more lower risk categories.
- Implementing appropriate strategies and processes to ensure relationships with key suppliers, deliver value-added, competitive solutions, which enable the business to meet objectives.
- Contributing to the development of commercial strategies and management plans relating to sourcing from external suppliers, which will meet commercial/business objectives.
- Assisting in the provision of commercial advice/direction, risk analysis and assistance with dispute resolution to internal customers in relation to supplier and contract management.
- Measuring, monitoring and reporting on customer satisfaction and vendor performance and implementing continuous improvement strategies.
- Ensuring all managed spend arrangements comply with relevant policies and regulatory requirements.
- Maintaining supplier relationships to ensure compliance with agreed contractual terms and business needs.
- Taking responsibility for other aspects of ongoing contract management activities including monitoring supplier compliance with SLAs and monitoring market changes and the impact of changes in technology.

Key skills

- Developing knowledge of current trends/movements in supplier management.
- Developing an understanding of the supplier market and effectively apply this to the development of supplier relationships and acquisition practices.
- Demonstrated capability in the management and operation of suppliers with proven ability to assess the capability of suppliers and commercial proposals.
- Capable negotiation and influencing skills with a proven track record in supplier management.
- Demonstrated ability to develop, interpret and manage low-med value contracts and business relationships.
- Ability to maintain higher risk categories under supervision of senior resource.
- Ability to develop and maintain professional internal and external relationships.

Internal contacts

Business Units, Legal staff, Infrastructure and Applications Specialists.

External contacts

External Consultants, Outsource Service Providers.

Typical experience

Will have 3-5 years in a commercial environment including experience in negotiating and managing low-medium value supplier contracts. Tertiary qualifications in a relevant discipline, Business and/or Management.

Other comments

Position Description

Position title:	**Commercial Analyst**
Position code:	**35040**
Level:	**3**

Responsible for

Supporting team members in delivering agreed business plans through the collection and analysis of data and information that contributes to the development and implementation of projects and supplier management across the supply chain.

Report to

Commercial Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the collection and analysis of data required to develop and maintain new and existing supplier arrangements.
- Actively participating in supplier performance reviews by analysing market changes and impact of change in technology, identification of new or changes in customer requirements, the impact of a change in organisational strategy, supplier performance, customer satisfaction and comparative pricing benchmarking.
- Reviewing and reporting on customer compliance with preferred supplier arrangements.
- Assisting Commercial Managers with investigation of customer issues and queries in relation to managed supplier agreements.
- Developing and expanding knowledge of industry best practice in procurement and supplier management and becoming aware of current trends and changes in the industry.
- Acting as the first point of contact for customer queries and when required escalating to the relevant Commercial Manager.
- Providing assistance as required with the collection and analysis of financial data required to develop and maintain new and existing supplier agreements.
- Supporting nominated Commercial Managers in delivering targeted outcomes in relation to supplier agreements and projects.

Key skills

- Ability to work autonomously and as part of a team.
- Ability to analyse, evaluate and be creative in solving complex problems including conflict, priorities and resourcing.
- Strong written, numerative and verbal skills to communicate with vendors, senior management and customers.
- Developing negotiation skills.
- Excellent numerical, report writing and analytical skills.

Internal contacts

Business Units, Legal staff, Infrastructure and Applications Specialists.

External contacts

External Consultants, Outsource Service Providers.

Typical experience

Will possess or be studying towards relevant tertiary qualifications in a discipline such as Business, Management and Legal or will have 2 years relevant industry experience.

Other comments

Alternative Title: Service Level Analyst.

Position Description

Position title:	**Business Analysis Manager**
Position code:	**18265**
Level:	**5**

Responsible for

Ensuring delivery of multiple business systems enhancements and process transformation initiatives including process, technology, strategy and people elements as part of a holistic solution to optimise system usage, running costs and efficiency.

Report to

Senior Manager - Applications Services, IT Manager (Division/Region).

Supervises

Business Analysts, Process Analysts, Consultants.

Main activities

- Ensuring technology initiatives meet quality assurance, risk management and process improvement criteria consistent with best practice methodologies and regulatory requirements.
- Initiating multiple simultaneous business systems projects and managing them through development, implementation, training and post-implementation review.
- Managing the distribution of business/process analyst resources across several simultaneous projects.
- Ensuring backup of key project resources, taking corrective action if a project is in difficulty.
- Maintaining short and long term plans for the business system components (modules), including preparation of budgets.
- Managing operational relationships with key business partners/stakeholders affected by system upgrades/enhancements.
- Establishing, managing and reporting on the project budget, analysing budget variances and recommending appropriate action.

Key skills

- Extensive knowledge of the organisation's business.
- Exceptional project management skills.
- Effective communication skills.
- Ability to translate business requirements into practical solutions.
- Understanding of process improvement methods and tools such as six sigma, process modelling and workflow automation.

Internal contacts

Users/Business Managers, Applications and Systems Team.

External contacts

Vendors of Hardware, Services of Software.

Typical experience

At least 10-15 years of experience, including experience in business analysis, process re-engineering, project management, with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

This position is often aligned with a distinct business unit/operational area of the business. Alternative Title: Business Systems/Process Manager.

Position Description

Position title:	**Senior Business Analyst**
Position code:	**18270**
Level:	**4**

Responsible for

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

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Strong understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Outstanding ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Outstanding technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.

Internal contacts

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

External contacts

Vendors and Suppliers.

Typical experience

At least 5-7 years of experience in IT, with at least 3 years experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Position Description

Position title:	**Business Analyst**
Position code:	**18275**
Level:	**3**

Responsible for

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

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Sound technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.

Internal contacts

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

External contacts

Vendors and Suppliers.

Typical experience

At least 3-5 years of experience in IT, with at least 2 years experience in a business environment coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Position Description

Position title:	**Junior Business Analyst**
Position code:	**18280**
Level:	**2**

Responsible for

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

Report to

Senior Business Analyst, Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Good ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Good technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.

Internal contacts

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

External contacts

Vendors and Suppliers.

Typical experience

At least 2 years of experience in IT, with experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Position Description

Position title:	**Change Control and Release Manager**
Position code:	**36010**
Level:	**5**

Responsible for

Manages and initiates the improvement and release management process and team. Maintaining Change and Release Management policy and project release schedule, liaison between client, project teams and stakeholders regarding Change and Release Management issues.

Report to

Business Unit Manager

Supervises

Change and Release Team

Main activities

- Coordinates software changes and release through all stages of the development lifecycle
- Manage change impact upon production system(s) and processes
- Negotiate and agree change priorities
- Agree on release schedules with the business
- Communicate releases to the business and stakeholders
- Recommend improvements to existing release management processes that result in overall improvements in business practice
- Oversee and structure procedures and policies for change and release of applications.

Key skills

- Excellent communication skills, both written and oral.
- Excellent program management skills
- Demonstrable background in the design, implementation, measurement and tracking of development
- Initiative and demonstrating responsibility

Internal contacts

Change and release team, testers, stakeholders

External contacts

IT suppliers, customers.

Typical experience

Minimum 5 years experience in IT industry, experience in Project/Team Leadership role, appropriate tertiary qualifications.

Other comments

Alternate Title: Release Acceptance Manager.

Position Description

Position title:	**Senior Change Control/Release Administrator**
Position code:	**36013**
Level:	**4**

Responsible for

Releasing application software into the user acceptance and production environment.

Report to

Change Control/Release Manager

Supervises

No one

Main activities

- Enforcing and policing in-house change control standards and procedures.
- Ensuring that all migration related tasks are properly communicated to all relevant parties and that they are completed in a timely manner.
- Raising necessary tasks in internal change control system.
- Providing guidance and directions to application developers with regards to the change control procedures.
- Ensuring that change control procedures are followed and related documentation is maintained.
- Maintaining, configuring and supporting of change management systems.
- Coordinating user acceptance testing activities.

Key skills

- Excellent communication skills - both written and verbal.
- Strong documentation skills and process orientation.
- Commitment to continual improvement.
- Customer service focus.
- An understanding of common relational database packages.
- An understanding of change management practices in a corporate development environment.
- An understanding of applications development and the software development lifecycle (SDLC).
- Demonstrated skills and involvement in user acceptance testing.
- A good understanding of appropriate operating system.

Internal contacts

Project Managers, Business Unit Managers, Application Developers, Testers, Project Office.

External contacts

IT Suppliers and Vendors.

Typical experience

At least 5-7 years experience in a change management administration role

Other comments

Position Description

Position title:	**Change Control/Release Administrator**
Position code:	**36015**
Level:	**3**

Responsible for

Releasing application software into the user acceptance and production environment.

Report to

Change Control/Release Manager

Supervises

None

Main activities

- Enforcing and policing in-house change control standards and procedures.
- Ensuring that all migration related tasks are properly communicated to all relevant parties and that they are completed in a timely manner.
- Raising necessary tasks in internal change control system.
- Providing guidance and directions to application developers with regards to the change control procedures.
- Ensuring that change control procedures are followed and related documentation is maintained.
- Maintaining, configuring and supporting of change management systems.
- Coordinating user acceptance testing activities.

Key skills

- Excellent communication skills - both written and verbal.
- Strong documentation skills and process orientation.
- Commitment to continual improvement.
- Customer service focus.
- An understanding of common relational database packages.
- An understanding of change management practices in a corporate development environment.
- An understanding of applications development and the software development lifecycle (SDLC).
- Demonstrated skills and involvement in user acceptance testing.
- A good understanding of appropriate operating system.

Internal contacts

Project Managers, Business Unit Managers, Application Developers, Testers, Project Office.

External contacts

IT Suppliers and Vendors.

Typical experience

At least 2 years experience in a change management administration role

Other comments

Position Description

Position title:	**Project Director/Program Manager**
Position code:	**18015**
Level:	**6**

Responsible for

Directing IT project operations across the organisation to ensure the effective delivery of multiple, simultaneous projects. Ensuring all projects are successfully monitored, documented, tracked, reported, integrated and implemented.

Report to

Chief Information Officer, Senior Manager - Applications Services, Senior Manager - Infrastructure.

Supervises

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

Main activities

- Defining and implementing IT project governance and compliance processes.
- Coordinating multiple streams or projects to represent a single view.
- Developing and implementing standardised program/project management methodologies.
- Ensuring specialised project management methodologies, tools and templates are applied and used effectively on all IT projects.
- Managing IT project budgets, establishing project profitability and managing financial aspects of all projects to achieve profitability and return on investment.
- Managing project integration activities (including outsourced/ contracted work) and associated enterprise architecture integration.
- Mentoring, supporting and regularly engaging project teams to enhance the organisation's project capabilities.
- Undertaking project 'health checks' to ensure IT projects are delivered in alignment with the organisation's enterprise architecture, strategy and project management methodologies.
- Performing post-implementation project reviews to determine benefits realisation and achievement of project objectives.
- Providing input to Information Technology strategies and policies.

Key skills

- Exceptional project management skills.
- Superior understanding and consistent application of project management competencies including scope, time, cost, quality, HR, communications, cost, risk, procurement and integration.
- Sound application of Microsoft Office tools particularly Excel, Word, PowerPoint and Project
- Strong conceptual abilities coupled with a strong knowledge of both the organisation's business requirements and enterprise architecture.
- Sound understanding of the organisation's project governance framework.
- Ability to develop productive relationships with industry providers and key users.
- Effective leadership and people management skills coupled with skills in communicating with end users.
- Highly developed coaching and facilitation skills.
- Strong business acumen and strategic thinking skills.
- Ability to apply analytical skill and conceptual thinking to operations and systems planning across range of technologies.

Internal contacts

Line Management, User Groups, Finance and Administration, Human Resources, Business Analysts.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 15 years of experience in Information Technology, with 5-7 years in Project Management, coupled with relevant tertiary qualifications in Information Technology, Business or a related discipline.

Other comments

Alternative Titles: Project Manager; Senior Integration Project Manager.

Position Description

Position title:	**IT Project Manager (Large)**
Position code:	**18020**
Level:	**6**

Responsible for

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

Report to

Project Director/Program Manager.

Supervises

Project Team Leaders, project employees.

Main activities

- Establishing and managing effective project operations to deliver quality outcomes.
- Managing a team(s) of project employees operating on complex/large IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with large, complex applications and infrastructure development projects.
- Defining, sourcing and managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials while monitoring and tracking project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with large, complex IT projects.
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines.
- Developing and managing vendor contracts/agreements associated with projects under management.

Key skills

- Strong understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration.
- Strong understanding and application of change management competencies.
- Effective leadership, coordination, motivational, Negotiation and dispute resolution skills.
- Strong understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Negotiation and dispute resolution skills.
- Financial literacy to forecast and manage project budgets.
- Ability to manage the competing demands of multiple, simultaneous projects.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 10 years of experience in Information Technology, with at least 5 years of IT Project Management, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other comments

Project Managers matched to this role must be 'generalists', managing projects that encompass all facets of IT (i.e. - Applications and Infrastructure).

Position Description

Position title:	**IT Project Manager (Medium)**
Position code:	**18025**
Level:	**5**

Responsible for

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

Report to

Project Director/Program Manager.

Supervises

Project Team Leaders, Project employees.

Main activities

- Establishing and managing effective project operations to deliver quality outcomes
- Managing a team(s) of project employees operating on small to medium sized IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with small to medium sized applications and infrastructure development projects.
- Defining, sourcing and managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets , attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with IT projects
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines
- Developing and managing vendor contracts / agreements associated with projects under management

Key skills

- Sound understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration
- Sound understanding and application of change management competencies.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills
- Sound understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Financial literacy to forecast and manage project budgets.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 10 years of experience in Information Technology, with at least 5 years of IT Project Management, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other comments

Position Description

Position title:	**IT Project Team Leader**
Position code:	**18030**
Level:	**4**

Responsible for

Planning, organising and technically leading and controlling the completion of a key component of a development project.

Report to

Project Manager.

Supervises

Team of Development employees.

Main activities

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

Key skills

- In depth knowledge of documentation, coding and testing across several different development languages.
- Proven project leadership and technical leadership skills.
- Developing project management ability.
- Ability to translate user needs into a technical solution.
- Good experience in people management and mentoring of development employees.
- Strong interpersonal and communication skills.

Internal contacts

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

External contacts

Contractors, Consultants, Vendors of Hardware and Software.

Typical experience

At least 5 years of experience in Information Technology, with at least 3 years in a team leadership capacity. Typically will have tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Team Leader, Project Lead/Leader.

Position Description

Position title:	**Project Office Manager**
Position code:	**18035**
Level:	**5**

Responsible for

Assuming responsibility for the effective day to day running of a Project Office and applying the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

Report to

Program Manager/Project Director.

Supervises

Project Office Administrator/s.

Main activities

- Advising on and supporting the successful management of projects throughout the project life cycle.
- Establishing, communicating, enforcing and controlling project quality criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of IT projects.
- Producing and maintaining plans regarding timeframes and resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Supporting Project Managers to ensure specialised methodologies, tools and templates are applied and used effectively on all projects.
- Managing the reporting of project quality to support continuous improvement activity.
- Recruiting, selecting and training Project Office staff.

Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Expert understanding of project quality methodologies and associated measurement/reporting standards.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Strong understanding of Project Management - Scope, Time, Cost, Quality, HR, Communications, Cost, Risk, Procurement, Integration, including Change Management practices
- Negotiation skills.

Internal contacts

Project staff at all levels, Senior Management, Finance and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

8-10 years of experience, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Quality Manager.

Position Description

Position title:	**Senior Project Office Administrator/Coordinator**
Position code:	**18041**
Level:	**4**

Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

Supervises

No supervisory responsibilities.

Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable and producing minutes and action logs for each meeting.
- May assist with the production of detailed project plans within the project team (s).
- Preparing professional presentations, maintaining document templates, controlling version and document distribution and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems with project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning and reporting them to Management.

Key skills

- Strong planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Excellent negotiation skills.

Internal contacts

Project staff at all levels, Finance, IT and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

At least 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

Other comments

Position Description

Position title:	**Project Office Administrator/Coordinator**
Position code:	**18040**
Level:	**3**

Responsible for

Coordinating Project reporting and documentation across multiple projects. May work on a single project if it is quite large and/or complex.

Report to

Project Office Manager, Program Manager/Project Director.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with the preparation of reports.
- Maintains project documentation using established document templates.
- Assisting with budget tracking.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Arranging project meetings as requested.

Key skills

- Well organised with good time management.
- General understanding of Project Life Cycle, Project documentation standards and methodologies employed by the organisation.
- Good written and oral communication skills.

Internal contacts

Project Managers, Project Leaders, Development Teams.

External contacts

Typical experience

Will most likely have a clerical/non-IT background. Will have 2 - 4 years experience with at least 1 in an IT department.

Other comments

Position Description

Position title:	**Tribe Lead/Agile Development Manager**
Position code:	**18404**
Level:	**5**

Responsible for

Building and maintaining a high-performing and empowered development leadership team / tribe (often using the Agile methodology), to ensure delivery on the development roadmap.

Report to

Program Manager, Project Manager, or Product Owner, or in smaller organisations Chief Information Officer.

Supervises

Agile Chapter Leads, Agile Coaches, Agile Product Owners, Team Leader - Applications Development

Main activities

- Facilitate the flow of work through the software development lifecycle by providing process guidance, coaching and organisational support to the Agile tribe / development teams and team leads.
- Overseeing resources planning requirements
- Providing the strategy for the additional development tools used for development.
- Approving and organising the identified future business needs for IT applications and equipment.
- Responsibility for the overall development team budget.
- Ensuring client expectations are consistently met.
- Establishing and developing relationships with key external and internal stakeholders applicable to the role.

Key skills

- Agile / Scrum Master Certification, strong knowledge of relevant industry products and services, general managerial and consulting skills, high level interpersonal, negotiation and relationship skills.
- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Knowledge in open source programming.

Internal contacts

Executive team, Agile tribe, users and user groups.

External contacts

Possibly vendors of hardware and software.

Typical experience

- At least 2 years delivering Group-wide projects via Agile methodology, tertiary qualifications in IT, experience working with the executive team.

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

Other comments

Position Description

Position title:	**Agile Coach**
Position code:	**18403**
Level:	**4**

Responsible for
Coaching teams and the assist organisation in the development and implementaion of Agile methodology practices, projects and programs, disseminate agile values and principles throughout the organisation.

Report to
Program Manager, Development Manager, or Product Owner.

Supervises
This role has no direct reports.

Main activities
- Work with individuals and teams on their processes, improving their success as a team and their effectiveness with Agile and Scrum.
- Lead trainings in Scrum Master, Product Owner and general Agile practices, principles and values.
- Play a hands on role in mentoring and coaching teams through demonstrating and facilitating agile practices such as inception workshops, retrospectives, estimation sessions and resource management.
- Actively identify areas of improvement and conceptualize methods on ways to be more efficient, then drive change.

Key skills
- Agile / Scrum Master Certification, strong knowledge of relevant industry products and services, exceptional interpersonal, communication and relationship skills.
- Outstanding facilitation and conflict-resolution skills.

Internal contacts
Executive team, Agile tribe, scrum Masters, users and user groups.

External contacts
Possibly vendors of hardware and software.

Typical experience
At least 2 years delivering Group-wide Agile coaching, tertiary qualifications in IT, experience working with the executive team.

Other comments

Position Description

Position title:	**Senior Scrum Master**
Position code:	**18405**
Level:	**5**

Responsible for

The purpose of the Senior Scrum Master role is to facilitate and ensure the Scrum process is followed within the scrum team

Report to

Program Manager, Project Manager or Product Owner

Supervises

Nil

Main activities

- Coordinate and facilitate daily Scrum meetings, Sprint Planning, Release Planning, and Sprint Retrospectives for 2-3 cross-functional Scrum teams
- Ensures transparency in communication and creates an environment of collective accountability and continuous progress
- Promote a collaborative team environment that fosters creativity and innovation
- Provide visibility of team status and issues to senior management
- Coordinate and schedule the execution of deliverables across multiple teams
- Mentor team members on agile software development principles and practices
- Teaches the product owner effective backlog management

Key skills

- Teach, coach, and mentor Scrum teams in the Scrum practice
- Work with the Scrum team members, the Product Owner, and other stakeholders on a daily basis
- Highlight improvements of the Scrum practice
- Advanced facilitator and excellent communicator

Internal contacts

Project Manager, Development Team, Business partners

External contacts

Typical experience

2+ years experience as a Scrum Master (or equivalent experience with other agile methodologies). Have worked with multiple Scrum teams within a multi project environment, or experience with Agile projects

Other comments

Qualifications: Certified Scrum Master or Professional Scrum Master 1, and/or IC Agile's Certified Professional (ICP) ; working towards Certified Scrum Professional; Bachelors degree

Position Description

Position title:	**Scrum Master**
Position code:	**18410**
Level:	**4**

Responsible for

The purpose of the Scrum Master II role is to facilitate and ensure the Scrum process is followed within the scrum team.

Report to

Program Manager, Project Manager or Product Owner

Supervises

Nil

Main activities

- Coordinate and facilitate daily Scrum meetings, Sprint Planning, Release Planning, and Sprint Retrospectives for the Scrum team
- Ensures transparency in communication and creates an environment of collective accountability and continuous progress
- Promote a collaborative team environment that fosters creativity and innovation
- Provide visibility of team status and issues to senior management
- Coordinate and schedule the execution of deliverables across multiple teams
- Mentor team members on agile software development principles and practices
- Teaches the product owner effective backlog management

Key skills

- Highlight improvements of the Scrum practice
- Work with the Scrum team members, the Product Owner, and other stakeholders on a daily basis
- Advanced facilitator and good communicator

Internal contacts

Project Manager, Development Team, Business partners

External contacts

Typical experience

1+ years experience as a Scrum Master (or equivalent experience with other agile methodologies). Have worked with multiple Scrum teams within a multi project environment, or experience with Agile projects

Other comments

Qualifications: Certified Scrum Master or Professional Scrum Master 1 and/or IC Agile's Certified Professional (ICP) ; Bachelors degree

Position Description

Position title:	**Chief Information Officer**
Position code:	**10090**
Level:	**7**

Responsible for

Ensuring the effective development and operation of computing and information services which support strategic operations of the organisation.

Report to

Chief Executive/Managing Director.

Supervises

Operations staff, systems development and support staff.

Main activities

- Participating in major corporate decisions, particularly where IT has a major influence on the competitive advantage and profitability of the organisation.
- Setting and controlling IT operational and development expenditures within budget.
- Developing the forecasting and planning for equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming and security.
- Participating in policy-making as a member of a senior management team.

Key skills

- Requires people management and leadership abilities, together with professional standards of planning and budgeting.
- Proven business and management skills.

Internal contacts

Senior Management, all User departments, Finance and Administration.

External contacts

Suppliers of non company equipment and peripherals, software suppliers and consultants.

Typical experience

At least 12 years of experience in computing, with at least 5 years in large sites with an IBM/VAX, or plug compatible environment. May have formal business training in addition to technical DP experience.

Other comments

Alternative Titles: EDP Division Manager; Chief Manager MIS.

Position Description

Position title:	**Chief Technology Officer**
Position code:	**10110**
Level:	**6**

Responsible for
Ensuring the organisation's technological capabilities and strategy are aligned with the overall corporate strategy.

Report to
Chief Information Officer.

Supervises
May mentor General Managers.

Main activities
- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Ensuring the delivery of efficient and effective technology platforms through the development and implementation of new technology initiatives.
- Developing relationships with key business areas to develop technology plans and ensure their alignment with strategy.
- Taking ownership of the organisation's technology vision and ensuring the effective communication of this to IT employees and end users.
- Establishing and managing the organisation's IT technology expenditures within budget.
- Providing leadership and direction to IT employees.

Key skills
- Proven people management and leadership skills, together with professional standards of planning and budgeting.
- Well developed project management skills and appreciation.
- Strong negotiation and persuasive abilities.
- Strong business acumen.

Internal contacts
Senior Management, All User Departments, Finance and Administration.

External contacts
Suppliers of Firmware and Peripherals, Software, Professional Services and Consultants.

Typical experience
At least 10-15 years of general management experience or experience in all aspects of IT at a senior level. Will have relevant tertiary qualifications.

Other comments
This role may be viewed as a 2IC to the Chief Information Officer.

Position Description

Position title:	**IT General Manager (Business Unit/Region)**
Position code:	**31003**
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.
- Developing, deploying and managing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- Maintaining management responsibility for all IT employees within the division/region, maximising their job satisfaction and monitoring performance and learning and development requirements.
- Ensuring IT projects affecting the division/region are delivered to time, cost and progress is tracked, communicated and escalated as necessary.
- Managing the division/region's IT budget and reporting variances to CIO/Senior Management.
- Introducing and maintaining professional disciplines, structures, accountabilities, standards and procedures

Key skills

- A commercial mindset with experience implementing IT strategies.
- Financial management accountability and skills to manage a significant IT budget.
- Strong management skills in the areas of leadership, supplier relations, planning & consultancy, development, delivery & support, business management.
- Strong project management skills.
- Experience managing a diverse range of infrastructure environments.
- A solid understanding of applications with demonstrated experience integrating core business systems.
- An excellent understanding of the business requirements/IT deliverables demanded by the division/region.
- Excellent communication skills, both written and verbal.

Internal contacts

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

External contacts

IT Contractors, Suppliers, Vendors.

Typical experience

At least 10 years of experience in Information Technology coupled with relevant tertiary qualification. Typically has extensive

management experience coupled with 'hands-on' IT experience.

Other comments

This role is primarily focused on operational delivery with some input to overall IT strategy. This position manages all facets of IT for a division or region of the organisation. (Different organisations will allocate management according to either functional or geographic divisions). May be viewed as the 2IC to the CIO.

Position Description

Position title:	**General Manager - Applications Services**
Position code:	**31005**
Level:	**6**

Responsible for

Leading Project Managers, Systems Managers and Consultants to deliver value to the business in the form of IT strategy, development projects and operational support of IT applications.

Report to

Chief Information Officer.

Supervises

Project Managers, all Applications Services employees.

Main activities

- Managing the overall business unit management through balancing and controlling business priorities, staff resourcing and development, third party providers, IT budgets, cross IT impact and resourcing.
- Analysing business development requirements and evaluating external providers' proposals to determine the suitability for business requirements.
- Providing 24 hour support for systems under development.
- Planning, sizing and scheduling developments to systems and planning and tracking the budget for all Systems Development projects.
- Negotiating the price, terms and conditions for the purchase and use of software and hardware.
- Providing input into IT architecture and standards.
- Developing the technical and general competencies of technology professionals.
- Developing a risk management plan.
- Implementing organisational change within the business unit towards Industry Best Practice.
- Cultivating and maintaining a world-class development facility with the capacity to accommodate varying workloads.

Key skills

- Excellent communication skills, flexibility, team focus and dedication to customer service.
- Solid understanding of business needs and customer focus beyond the technical/technology aspects.
- Demonstrated leadership and people management skills and the ability to work to deadlines.

Internal contacts

Internal Technology Providers, Project and Systems Managers.

External contacts

External Providers, Vendors and Software Consultants.

Typical experience

At least 12 years of experience in IT, with 5 years of Applications Development Management experience within large organisations, with extensive Project Management experience. Tertiary qualifications in Technology, Business or related discipline.

Other comments

A strong record in achieving high productivity, effective operations and maintaining high morale in a team environment is needed.

Position Description

Position title:	**General Manager - IT Services/Infrastructure**
Position code:	**31010**
Level:	**6**

Responsible for

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

Report to

Chief Information Officer, Manager Information Systems.

Supervises

All IT Services/Infrastructure and IT Support employees.

Main activities

- Managing the Infrastructure and IT Support groups to ensure effective partnering with business units to deliver business integration solutions in support of the corporate strategic direction.
- Managing the profit centre successfully, establishing project profitability and overseeing all projects to achieve time and cost objectives.
- Ensuring IT strategies are developed, delivering systems and applications support in line with corporate goals and strategies.
- Providing guidance and support to Business and Technical Managers on major projects that are of strategic significance.
- Ensuring support of all IT systems is provided effectively on a seven day/twenty-four hour basis.
- Maintaining a stable complement of motivated technology professionals and utilising third party resources wherever necessary to maximise capacity.
- Promoting technology awareness and competence throughout the organisation in an active manner.

Key skills

- In depth knowledge of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
- Deep and broad understanding of the business and technology strategies in which the organisation operates.
- Demonstrated leadership and people management skills.
- Excellent communication skills, both written and verbal.

Internal contacts

Internal Technology Providers, Project and Systems Manager, Finance and Administration, Human Resources.

External contacts

External Providers, Vendors and Software Consultants.

Typical experience

At least 12 years of experience in IT, with 5 years of IT Infrastructure management experience within large organisations, with extensive Project Management experience. Tertiary qualifications in Technology, Business or related discipline.

Other comments

This position represents a merged position combining old position 40 Computer Services/Infrastructure Manager and 8 Executive Manager - Host and Mid Range Operations.

Position Description

Position title:	**General Manager - Architectural Services**
Position code:	**31015**
Level:	**6**

Responsible for

Ensuring all new systems, infrastructure and applications comply with the organisation's IT architecture strategy. Guiding and consulting to 'delivery' employees and management regarding the design and implementation of infrastructure and applications solutions, as well as vendor selection.

Report to

Chief Information Officer.

Supervises

All employees involved with IT architecture.

Main activities

- Assembling and/or recruiting the Architecture team.
- Developing and maintaining the organisation's IT architecture 'roadmap', standards and guidelines.
- Reviewing all projects to ensure compliance with IT strategy.
- Defining a vision or 'blueprint' for the IT architecture and the steps required to achieve the vision.
- Developing an active retirement/succession plan for phase out of current, non-conforming systems.
- Constantly maintaining and updating Architectural standards and procedures.
- Communicating global architectural standards to executive management and all IT staff.
- Maintaining current information on industry trends.

Key skills

- Strong strategic background, with an ability to grasp the big picture.
- Excellent oral and written communication skills.
- Broad technical knowledge.
- Strong persuasive skills.
- High level understanding of the unique business requirements of the organisation.

Internal contacts

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

External contacts

IT Contractors and Vendors.

Typical experience

Solid management background, with at least 10 years of experience in senior commercial IT roles. Experience in the development and implementation of enterprise architecture in various organisations.   Completion of appropriate tertiary qualifications in Information Technology, Business or a related discipline.

Other comments

This position will have management responsibilities, unlike the organisation's principal IT architects "gurus", who typically match to the stand alone position of 17 - Principal IT Architect (Guru).

Position Description

Position title:	**Chief Information Security Officer**
Position code:	**33065**
Level:	**6**

Responsible for

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

Report to

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

Supervises

All IT Security employees.

Main activities

- Establishing the organisation's overall security strategy and developing associated policy for implementation.
- Establishing strategies for Infrastructure (networks, firewalls, communications), Applications (software, databases) and physical workspace.
- Establishing and controlling the organisation's IT Security operational and expenditure budgets.
- Providing high level management and advice to the organisation's disaster recovery and contingency planning.
- Reporting to Senior Management on any significant breaches of organisational Security.
- Maintaining an up-to-date knowledge of new IT viruses and all potential threats to IT Security.
- Managing and reporting on the ongoing Security audit process.

Key skills

- Strong understanding of all technical components of IT Security, including Encryption, Firewalls, Internet and Software Security.
- Strong understanding of all legislation influencing IT Security.
- Excellent communication skills, both written and verbal.
- Well developed management skills.
- Excellent attention to detail.

Internal contacts

Applications Management, Infrastructure Management, Senior Executive, Legal.

External contacts

Suppliers, Vendors, Police.

Typical experience

At least 10 years of commercial experience in IT, with 4 years specialising in all aspects of IT Security coupled with relevant tertiary level qualifications.

Other comments

Position Description

Position title:	**IT Manager (Business Unit/Region)**
Position code:	**18005**
Level:	**6**

Responsible for

Ensuring the effective and efficient operational delivery of technology services to a division/business unit of the organisation or to a defined geographic area.

Report to

Chief Information Officer.

Supervises

Project Managers, IT employees within the defined division/business unit or region.

Main activities

- Implementing a technology capability and framework that will support the efficient and flexible delivery of technology services to the business unit/division or regional area.
- Providing input as part of the IT Management team in formulating and fine-tuning the organisation's overall IT strategy - accepting direction from Chief Information Officer.
- Developing and implementing operational IT plans within the division/region that execute the organisation's overall IT strategy.
- Ensuring the implementation of IT Strategy remains in alignment with other divisions/regions and in accordance with best practice for quality, project and change management..
- Assuring the provision of all IT services to the division/region and moving continually towards best practice with respect to cost, quality and service.
- Developing, deploying and managing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- Maintaining management responsibility for all IT employees within the division/region, maximising their job satisfaction and monitoring performance and learning and development requirements.
- Ensuring IT projects affecting the division/region are delivered to time, cost and progress is tracked, communicated and escalated as necessary
- Managing the division/region's IT budget and reporting variances to Chief Information Officer/Senior Management.
- Introducing and maintaining professional disciplines, structures, accountabilities, standards and procedures

Key skills

- A commercial mindset with experience implementing IT strategies.
- Financial management accountability and skills to manage a significant IT budget.
- Strong management skills in the areas of leadership, supplier relations, planning and consultancy, development, delivery and support, business management.
- Strong project management skills.
- Experience managing a diverse range of infrastructure environments.
- A solid understanding of applications with demonstrated experience integrating core business systems.
- An excellent understanding of the business requirements/IT deliverables demanded by the division/region.
- Excellent communication skills, both written and verbal.

Internal contacts

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

External contacts

IT Contractors, Suppliers, Vendors.

Typical experience

At least 10 years of experience in Information Technology coupled with relevant tertiary qualification. Typically has extensive

management experience coupled with 'hands-on' IT experience.

Other comments

This role is primarily focused on operational delivery with some input to overall IT strategy. This position manages all facets of IT for a division or region of the organisation. (Different organisations will allocate management according to either function or area/location).

Position Description

Position title:	**Management Information Systems Manager**
Position code:	**18010**
Level:	**6**

Responsible for

Providing the internal computing and information processing services for the organisation.

Report to

National Finance and Administration Manager or General Manager.

Supervises

Systems Development and Support staff, Operations staff and Computer Training staff.

Main activities

- Controlling the provision of computing facilities and information systems throughout the company.
- Controlling operations and development budgets.
- Establishing and maintaining standards in relation to operations, programming and systems integrity and security.
- Assessing future computing and information processing requirements and recommending the installation of new/upgraded systems.
- Providing Helpdesk services and user education and training.
- Maintaining a high up time on all systems.

Key skills

- Advanced skill levels in computing and computer operations.
- A good knowledge of computing directions and available company products.
- Planning and control abilities are very important.

Internal contacts

All User departments, Product Specialists, Field Service and Technical Support staff, Finance and Administration staff.

External contacts

Suppliers of non-company equipment and peripherals, software suppliers and consultants.

Typical experience

At least 8 to 12 years MIS experience with broad exposure to computer technologies and project management or supervision.

Other comments

This is the traditional in-house information systems role.

Position Description

Position title:	**General Manager - IT Outsourcing**
Position code:	**18013**
Level:	**6**

Responsible for

Developing and implementing of sourcing strategies for all IT sourcing requirements across the organisation including current/potential outsourcing activities.

Report to

Chief Information Officer.

Supervises

Commercial Managers, Supplier Managers, Relationship Managers.

Main activities

- Acting as the custodian of third party relationships with direct responsibility for commercial, contractual, legal and financial aspects;
- Identifying new organisations and product offerings as potential outsource providers for the organisation.
- Building relationships with the view to create strategic partnerships that are mutually beneficial.
- Participating in short and long term planning, conducting risk management assessments and making independent decisions concerning procedures based on an understanding of the organisation's dynamics.
- Identifying, developing and implementing new business ideas to improve operational effectiveness and maintain a competitive edge in light of market trends and developments.
- Providing leadership and direction to employees ensuring the most efficient use of their skills and abilities.
- Identifying and developing the skills of employees, including the provision of training, regular feedback, motivation as well as rewards and recognition.

Key skills

- Astute in the management and operation of suppliers/supply chains with proven ability to assess the capability of suppliers, their improvement plans and commercial proposals.
- Leadership quality, ability to maintain professional relationships with service providers, while negotiating best terms for the organisation's business units.
- Advanced negotiation skills and ability to represent the company and successfully deal with sensitive commercial negotiations.
- Familiar with IT technical environment. Understanding of infrastructure e.g. LAN/WAN, Desktop, Server and mainframe environments.
- Ability to understand outsourcing contracts and seek timely advice on technical and operational perspective from both internal and external sources to ensure the most favourable commercial outcome.
- Project and contract management skills.
- Ability to coach and mentor others.

Internal contacts

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

External contacts

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

Typical experience

At least 12 - 15 years relevant experience, incorporating practical experience in commercial management with specific emphasis on IT Services and/or outsourcing. Will hold tertiary qualifications in Business, Law, Finance, IT or a related discipline.

Other comments

Position Description

Position title:	**Chief Data Officer**
Position code:	**32900**
Level:	**7**

Responsible for

Drives the strategic direction for the data capabilities and team, is responsible for brand and reputation development and contributes to the organisation data strategy, leveraging analytics and information to enhance customer experience.

Report to

Chief Executive Officer/Managing Director

Supervises

Data and Analytical teams.

Main activities

- Establishes and maintains strong relationships with a broad set of senior business and technology stakeholders and works with them to define and solve business problems using advanced analytic techniques (ideation through implementation).
- Works with architecture and development teams to build world leading analytics and decisioning platforms and tools, recognises trends and implications to the organisation and industry in the short and longer term.
- Develops and strengthens a large team of data professionals covering a range of disciplines including data science, machine learning, data engineering, data modelling, business intelligence, visualisation, and business data/process analysis to develop strategic capability, talent & IP.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Data and analytics community across the organisation, Business user groups

External contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

Typical experience

10+ years experience in applied technology and analytics with a Masters and/or PhD in any field with a quantitative focus.

Other comments