

# IT & Telecommunications Industry Remuneration Report (New Zealand)

Position descriptions | September 2019



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**Position Families:**

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**Position Family: Contact Centre**

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Contact Centre Manager	<a href="#">49010</a>
Senior Contact Centre Representative	<a href="#">50010</a>
Contact Centre Representative	<a href="#">50015</a>
Workforce Analyst	<a href="#">54015</a>

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## Position Family: Customer Support

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### *Business Equipment Support*

Area/Field Service Supervisor - Business Equipment	<a href="#">24195</a>
Senior Customer Service Engineer - Business Equipment	<a href="#">24200</a>
Customer Service Engineer - Business Equipment	<a href="#">24205</a>

### *Internet Protocols (IP)*

IP Network Technical Specialist	<a href="#">24185</a>
IP Network Engineer	<a href="#">24190</a>

### *Management*

Regional Customer Service Manager	<a href="#">24005</a>
Branch/Region Customer Service Manager	<a href="#">24010</a>
Customer Support/Service Manager	<a href="#">12005</a>
Call/Response Centre Manager	<a href="#">24020</a>
Call/Response/Technical Support Centre Manager - Technical Role	<a href="#">24025</a>

### *Post Sales Account Management*

Senior Account Manager - Customer Service	<a href="#">24115</a>
Account Manager - Customer Service	<a href="#">24120</a>

### *Pre and Post Sales: Dedicated Mainframe System*

Senior Customer Engineer - Mainframe	<a href="#">24075</a>
Customer Engineer - Mainframe	<a href="#">24080</a>
Senior Technical Support Engineer - Mainframe	<a href="#">24085</a>
Technical Support Engineer - Mainframe	<a href="#">24090</a>
Senior Systems Engineer - Mainframe	<a href="#">24300</a>
Systems Engineer - Mainframe	<a href="#">24305</a>
Junior Systems Engineer - Mainframe	<a href="#">24310</a>
Hardware Support Specialist	<a href="#">24095</a>

### *Pre and Post Sales: UNIX, NT Server/Desktop, Mac*

Principal Support Engineer - Client User Server	<a href="#">24045</a>
Senior Support Engineer - Client User Server	<a href="#">24050</a>
Advanced Support Engineer - Client User Server	<a href="#">24055</a>
Support Engineer - Client User Server	<a href="#">24060</a>
Junior Support Engineer - Client User Server	<a href="#">24065</a>
Trainee Support Engineer - Client User Server	<a href="#">24070</a>

### *Repair / Assembly / Integration Centre*

Senior Repair Centre Engineer	<a href="#">24100</a>
Repair Centre Engineer	<a href="#">24105</a>
Senior Integration Centre/ Configuration Specialist	<a href="#">24110</a>

### *Technical Support Centre*

Technical Support Centre Manager	<a href="#">24125</a>
Technical Support Centre Team Leader	<a href="#">12020</a>
Principal Technical Analyst - Specialised Support	<a href="#">24135</a>
Senior Technical Analyst - Specialised Support	<a href="#">24140</a>
Technical Analyst - Specialised Support	<a href="#">24145</a>
Junior Technical Analyst - Specialised Support	<a href="#">24150</a>

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**Position Family: Customer Support**

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Senior Operational Analyst - Basic Support	<a href="#">24155</a>
Operational Analyst - Basic Support	<a href="#">24160</a>
Senior Support Analyst - Network	<a href="#">24165</a>
Support Analyst - Network	<a href="#">24170</a>
Senior Call Dispatch Operator	<a href="#">24175</a>
Call Dispatch Operator	<a href="#">24180</a>
<i>Technical Training</i>	
Customer Education Manager	<a href="#">24030</a>
Senior Customer Training Officer	<a href="#">24035</a>
Customer Training Officer	<a href="#">24040</a>

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**Position Family: Finance**

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*Billing*

Billing Manager	<a href="#">25003</a>
Billing Analyst	<a href="#">25005</a>
Billing Team Leader	<a href="#">25010</a>
Senior Billing Officer	<a href="#">25014</a>
Billing Officer	<a href="#">25015</a>

*Contracts*

Commercial Specialist/Business Assurance Analyst	<a href="#">25020</a>
Senior Contracts Administration Manager	<a href="#">25025</a>
Contracts Administration Manager	<a href="#">25030</a>
Contracts Administrator	<a href="#">25035</a>

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**Position Family: Graduates**

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Graduate - Non-Technical Degree

[20005](#)

Graduate - Technical Degree

[20015](#)

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## Position Family: Information Technology

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### *.NET*

.NET Senior Developer	<a href="#">32125</a>
.NET Developer	<a href="#">32130</a>
.NET Junior Developer	<a href="#">32135</a>

### *Applications Development*

Technical Consultant - Applications Development	<a href="#">18055</a>
Senior Systems Analyst/Architect	<a href="#">18060</a>
Systems Analyst	<a href="#">18065</a>
Applications Development Manager	<a href="#">18068</a>
Team Leader - Applications Development	<a href="#">18069</a>
[NEW] Principal Developer	<a href="#">18067</a>
Senior Developer	<a href="#">18070</a>
Developer	<a href="#">18075</a>
Associate Developer	<a href="#">18085</a>
Junior Developer	<a href="#">18090</a>

### *Architecture*

Principal IT Architect	<a href="#">31020</a>
Senior Enterprise Architect	<a href="#">33009</a>
Enterprise Architect	<a href="#">33019</a>
Senior Infrastructure Architect	<a href="#">33010</a>
Infrastructure Architect	<a href="#">33015</a>
Integration Architect	<a href="#">33017</a>
[NEW] Senior Security Architect	<a href="#">33028</a>
Security Architect	<a href="#">33018</a>

### *Change Control*

Change Control and Release Manager	<a href="#">36010</a>
Senior Change Control/Release Administrator	<a href="#">36013</a>
Change Control/Release Administrator	<a href="#">36015</a>

### *Database Engineering*

[NEW] Senior Database Engineer	<a href="#">32121</a>
[NEW] Database Engineer	<a href="#">32120</a>

### *Database/Datawarehousing*

Datawarehousing/BI Manager	<a href="#">32050</a>
Senior Datawarehousing/BI Consultant	<a href="#">32055</a>
Datawarehousing/BI Consultant	<a href="#">32060</a>
Database Manager	<a href="#">32100</a>
Team Leader - Database Administrator	<a href="#">32104</a>
Senior Database Administrator	<a href="#">32105</a>
Database Administrator	<a href="#">32110</a>
Trainee Database Administrator	<a href="#">32115</a>

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## Position Family: Information Technology

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### *DevOps*

[NEW] Principal DevOps Engineer	<a href="#">32200</a>
[NEW] Senior DevOps Engineer	<a href="#">32205</a>
[NEW] DevOps Engineer	<a href="#">32210</a>

### *Digital / Online*

[NEW] Digital/Online Development Manager	<a href="#">18304</a>
[NEW] Digital/Online Development Team Leader	<a href="#">18306</a>
Senior Digital/Online Developer	<a href="#">18309</a>
Digital/Online Developer	<a href="#">18310</a>
Web Administrator	<a href="#">18330</a>
Senior Online Graphic Designer	<a href="#">18320</a>
Online Graphic Designer	<a href="#">18325</a>

### *Firmware / Embedded Engineering*

[NEW] Principal Firmware / Embedded Engineer	<a href="#">19045</a>
[NEW] Senior Firmware / Embedded Engineer	<a href="#">19050</a>
[NEW] Firmware / Embedded Engineer	<a href="#">19055</a>
[NEW] Junior Firmware / Embedded Engineer	<a href="#">19060</a>

### *Geographic Information Systems*

GIS/EIS Manager	<a href="#">32070</a>
Technical Specialist - Geospatial	<a href="#">32075</a>
Senior GIS Analyst	<a href="#">32080</a>
GIS Analyst	<a href="#">32085</a>
Senior GIS Database Administrator	<a href="#">32090</a>
GIS Database Administrator	<a href="#">32095</a>

### *Hardware Engineering*

Principal Hardware Design Engineer	<a href="#">28045</a>
Senior Hardware Design Engineer	<a href="#">28050</a>
Hardware Design Engineer	<a href="#">28055</a>
Junior Hardware Design Engineer	<a href="#">28060</a>

### *Infrastructure*

Systems Programming Manager	<a href="#">18115</a>
Technical Consultant	<a href="#">18120</a>
Technical Specialist - Systems Programming (Mainframe)	<a href="#">18125</a>
Senior Systems Developer	<a href="#">18130</a>
Systems Developer	<a href="#">18135</a>
Junior Systems Developer	<a href="#">18140</a>

### *Java/J2EE*

Java/J2EE Senior Developer	<a href="#">32005</a>
Java/J2EE Developer	<a href="#">32010</a>
Java/J2EE Junior Developer	<a href="#">32015</a>

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## Position Family: Information Technology

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### *Mobile Apps*

Senior Mobile Application Developer	<a href="#">32315</a>
Mobile Application Developer	<a href="#">32320</a>

### *Project Support*

Senior Test Manager	<a href="#">18095</a>
Test Manager	<a href="#">18100</a>
Senior Test Analyst	<a href="#">18105</a>
Test Analyst	<a href="#">18110</a>
Junior Test Analyst	<a href="#">18111</a>
[NEW] Senior Automation Test Analyst	<a href="#">18113</a>
[NEW] Automation Test Analyst	<a href="#">18114</a>
Quality Assurance Manager	<a href="#">34015</a>
Senior Quality Assurance Analyst	<a href="#">34020</a>
Quality Assurance Analyst	<a href="#">34025</a>
Documentation Manager	<a href="#">32041</a>
Senior Technical Writer	<a href="#">32040</a>
Technical Writer	<a href="#">32045</a>

### *Research Engineers*

[NEW] Research Lab Manager	<a href="#">74030</a>
[NEW] Principal Research Engineer	<a href="#">74015</a>
[NEW] Senior Research Engineer	<a href="#">74010</a>
[NEW] Research Engineer	<a href="#">74005</a>

### *Software Engineering*

Principal Design Engineer	<a href="#">18285</a>
Senior Design Engineer	<a href="#">18290</a>
Design Engineer	<a href="#">18295</a>
Junior Design Engineer	<a href="#">18300</a>

### *Software Project Management*

Senior Software Project Manager	<a href="#">27005</a>
Software Project Manager	<a href="#">27010</a>
Software Project Leader	<a href="#">27015</a>
Senior Scrum Master	<a href="#">18405</a>
Scrum Master	<a href="#">18410</a>
[NEW] Agile Coach	<a href="#">18403</a>
[NEW] Tribe Lead/Agile Development Manager	<a href="#">18404</a>
SharePoint Business Analyst	<a href="#">32275</a>
Business Analysis Manager	<a href="#">18265</a>
Senior Business Analyst	<a href="#">18270</a>
Business Analyst	<a href="#">18275</a>
Junior Business Analyst	<a href="#">18280</a>

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**Position Family: Information Technology**

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*User Experience*

[NEW] User Experience Manager

[32175](#)

Senior User Experience Designer

[32180](#)

User Experience Designer

[32185](#)

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## Position Family: Professional Services

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### *Consultants*

Associate Consulting Director/Associate Partner	<a href="#">26025</a>
Principal Consultant	<a href="#">26030</a>
Senior Consultant	<a href="#">26035</a>
Consultant	<a href="#">26040</a>
Junior Consultant	<a href="#">26045</a>

### *Data / BI Analytics*

[NEW] Senior Data Scientist	<a href="#">32002</a>
[NEW] Data Scientist	<a href="#">32001</a>
[NEW] Senior Data Engineer	<a href="#">31990</a>
[NEW] Data Engineer	<a href="#">32000</a>
[NEW] Data/BI Analytics Manager	<a href="#">32061</a>
[NEW] Senior Data Analyst	<a href="#">32063</a>
Data Analyst	<a href="#">32065</a>

### *IT Security*

IT Security - Manager	<a href="#">33070</a>
IT Security - Senior Consultant	<a href="#">33075</a>
IT Security - Consultant	<a href="#">33085</a>
IT Security - Analyst	<a href="#">33090</a>
IT Security - Administrator	<a href="#">33095</a>
[NEW] Ethical Hacker/Penetration Testing Manager	<a href="#">33103</a>
[NEW] Ethical Hacker/Penetration Testing Analyst	<a href="#">33105</a>
Junior Ethical Hacker/Penetration Testing Analyst	<a href="#">33110</a>

### *Management*

Professional Services Manager - Sector	<a href="#">26005</a>
Project Director/Program Manager	<a href="#">18015</a>
Project Manager (Large Projects)	<a href="#">26010</a>
Project Manager (Mid Range Projects)	<a href="#">26015</a>
Project Manager (Small Projects)	<a href="#">26020</a>

### *Outsourcing*

Senior Bid Manager	<a href="#">26050</a>
Bid Manager	<a href="#">26055</a>
Client Services Manager (Large)	<a href="#">26060</a>
Client Services Manager (Medium)	<a href="#">26065</a>
Client Services Manager (Small)	<a href="#">26070</a>
Service Delivery Manager (Large)	<a href="#">26075</a>
Service Delivery Manager (Medium)	<a href="#">26080</a>
Service Delivery Manager (Small)	<a href="#">26085</a>
Principal Solutions Architect	<a href="#">26090</a>
Senior Solutions Architect	<a href="#">26095</a>
Solutions Architect	<a href="#">26100</a>

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**Position Family: Professional Services**

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*Pre-Sales Support*

Pre-Sales Support Manager	<a href="#">11140</a>
Principal Pre-Sales Support Specialist	<a href="#">11145</a>
Senior Pre-Sales Support Specialist	<a href="#">11150</a>
Pre-Sales Support Specialist	<a href="#">11155</a>
Junior Pre-Sales Support Specialist	<a href="#">11160</a>

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## Position Family: Sales

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### *Alliance/Partner Management*

Alliance/Partner Manager [23075](#)

Alliance/Partner Specialist [23080](#)

### *Direct End User Sales*

Senior Principal Sales Representative [23005](#)

Principal Sales Representative [23010](#)

Senior Sales Representative - Direct End User [23015](#)

Sales Representative - Direct End User [23020](#)

Junior Sales Representative - Direct End User [23025](#)

### *Inside Sales*

Inside Sales Manager [23030](#)

Senior Inside Sales Representative [23035](#)

Inside Sales Representative [23040](#)

Junior Inside Sales Representative [23045](#)

### *Product Management*

[NEW] Functional Lead - Product Management [13515](#)

[NEW] Senior Product Manager [64135](#)

[NEW] Product Manager [64035](#)

[NEW] Associate Product Manager [13530](#)

### *Service Sales*

Service - Senior Sales Representative [23050](#)

Service - Sales Representative [23055](#)

Service - Junior Sales Representative [23060](#)

### *Software Licensing*

Software Licensing Specialist [23065](#)

Junior Software Licensing Specialist [23070](#)

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**Position Family: Senior Executive**

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[NEW] Chief Information Officer	<a href="#">10090</a>
Corporate Channel Sales Manager	<a href="#">22015</a>
Corporate Customer Support/Operations Manager	<a href="#">22020</a>
Corporate Professional Services Manager	<a href="#">22030</a>
General Manager - IT Services/Infrastructure	<a href="#">31010</a>
General Manager - Applications Services	<a href="#">31005</a>
General Manager - Architectural Services	<a href="#">31015</a>
[NEW] Chief Data Officer	<a href="#">32900</a>

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## Position Family: Telecommunications

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### *Cellular Network*

Group Leader - Cellular Design & Performance Group	<a href="#">28115</a>
Technical Specialist - Cellular Design & Performance Group	<a href="#">28120</a>
Senior Cellular RF Design/Performance Engineer	<a href="#">28125</a>
Cellular Network Engineer	<a href="#">28130</a>

### *Customer Technical Support*

Field Technical Services Manager	<a href="#">28065</a>
Team Leader Customer Service Engineer/Technician	<a href="#">28070</a>
Senior Customer Service Engineer/Technician	<a href="#">28075</a>
Customer Service Engineer/ Technician	<a href="#">28080</a>

### *Network Management Systems*

Network Management / NOC Team Leader	<a href="#">28085</a>
Senior Network Management / NOC Engineer	<a href="#">28090</a>
Network Management / NOC Engineer	<a href="#">28095</a>
Intermediate Network Management / NOC Engineer	<a href="#">28100</a>
Network Management / NOC Coordinator	<a href="#">28105</a>
Provisioning Officer/Provisioning Engineer	<a href="#">28110</a>

### *Research and Development - Network Design*

Engineering Manager/Chief Design Engineer	<a href="#">28005</a>
Project Manager - Network Development	<a href="#">28010</a>
Team Leader - Network Development	<a href="#">28015</a>
Senior Engineer - Network Development	<a href="#">28020</a>
Engineer - Network Development	<a href="#">28025</a>



**Position Description**

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

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**Responsible for**

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

**Report to**

General Manager, Customer Service.

**Supervises**

Contact Centre Team Leaders and Representatives.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Senior Management.

**External contacts**

Clients.

**Typical experience**

Usually at least 5-8 years of industry experience.

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Contact Centre Team Leader - Inbound

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Customer Support, Finance, Sales and Marketing

**External contacts**

Customers.

**Typical experience**

At least 2-4 years of Customer Support experience.

**Other comments**

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

## Position Description

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

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### Responsible for

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

### Report to

Contact Centre Team Leader - Inbound.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Internal Processing Areas.

### External contacts

Clients.

### Typical experience

Experience in a Customer Service environment.

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Workforce Manager, Contact Centre Operations Manager

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Customer Service and Support, Sales and Marketing.

### External contacts

### Typical experience

3-4 years experience in a customer service environment.

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Regional Service Manager.

### Supervises

First level of supervision of Engineers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Distributors and Customers.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

May have some supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Customer Service Representatives.

### External contacts

Customers.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Customer Service Representatives.

### External contacts

Customers.

### Typical experience

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

### Other comments

**Position Description**

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

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**Responsible for**

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

**Report to**

Technical Support Manager.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

Operations staff, Network Operators, Applications Specialists, Engineers.

**External contacts**

Vendors.

**Typical experience**

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

**Other comments**



## Position Description

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

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### Responsible for

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

### Report to

Technical Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Operations staff, Network Operations, Applications Specialists, Engineers.

### External contacts

Vendors, Internet Providers.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

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

### Supervises

Branch Customer Service/Support Managers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

At least 15 years of experience in Customer Service Management.

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

National Response Centre Manager, National Services Manager.

### Supervises

Customer Dispatch Operators.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, distributors, parts suppliers and sub-contractors.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Corporate Customer Services Manager or Corporate Response Centre Manager.

### Supervises

Technical Support Analysts, Operational Analysts, Call Dispatch Operators.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Distributors, Parts Suppliers, Subcontractors.

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Software Support Manager, Customer/National Support Manager.

### Supervises

May have supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers at all levels. Hardware and software suppliers.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Software Support Manager, Customer/National Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers at all levels. Hardware and software suppliers.

### Typical experience

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

### Other comments

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



## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

May supervise a small team of Customer Engineers - Mainframe.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers at the operational level.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Technical Support Manager - Head Office.

### Supervises

A number of Technical Support Engineers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers and distributors, mainly at the operational level.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers and distributors, mainly at the operational level.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Branch/State Systems Engineering Manager or Project Leader.

### Supervises

Possibly a small group of Systems Engineers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, distributors, suppliers of peripherals and software.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Branch/State Systems Engineering Manager or Project Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, distributors, suppliers of peripherals and software.

### Typical experience

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

May have tertiary qualifications in computer science.

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

Project Leader or Senior Systems Engineer.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, distributors, suppliers of peripherals and software.

### Typical experience

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

### Other comments

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

## Position Description

---

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

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### Responsible for

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

### Report to

District Customer Engineering Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

MIS management.

### Typical experience

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

### Other comments

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



## Position Description

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

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### Responsible for

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

### Report to

Customer Services/Support Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Customer support staff and management.

### External contacts

Customers and prospects at the highest levels.

### Typical experience

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

### Other comments

Alternative Titles: Principal Engineering Consultant; Principal Technical Consultant.

## Position Description

---

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

---

### Responsible for

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

### Report to

Customer Services/Support Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Customer Services/Support Manager or a Professional Services Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Significant contact with customers and third party staff.

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers at Operational and Management level and third party Suppliers.

### Typical experience

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

### Other comments

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

**Position Description**

---

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

---

**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Customer Service/Support team members, Call Centre staff.

**External contacts**

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

**Typical experience**

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

**Other comments**

## Position Description

---

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

---

### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Customer Service/Support team members, Call Centre staff.

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Branch Field Engineering Manager, or Repair Centre Manager.

### Supervises

Repair Centre Engineers.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, Distributors, Parts Suppliers and Sub-contractors.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

A Senior Repair Centre Engineer, or Repair Centre Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, distributors, parts suppliers and sub-contractors.

### Typical experience

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

### Other comments

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



## Position Description

---

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

---

### Responsible for

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

### Report to

Integration Centre Manager/Team Leader.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Vendors.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Regional Customer Support Manager.

### Supervises

Technical Support Centre staff.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, Distributors, Parts Suppliers, Contractors.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Technical Support Centre Manager.

### Supervises

A team of Technical Support Analysts.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, Distributors, Parts Suppliers, Contractors.

### Typical experience

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

### Other comments

## Position Description

---

<b>Position title:</b>	<b>Principal Technical Analyst - Specialised Support</b>
<b>Position code:</b>	<b>24135</b>
<b>Level:</b>	<b>5</b>

---

### Responsible for

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

### Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Customer Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Customer Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers.

### Typical experience

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

### Other comments

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

**Position Description**

---

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

---

**Responsible for**

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

**Report to**

Customer Support Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**



## Position Description

---

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

---

### Responsible for

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

### Report to

Technical Support Centre Manager, Technical Support Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers - mainly at an operational level.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

Providing a Helpdesk function and support to network users.

### Report to

Internal Support Manager.

### Supervises

Network Support Analyst/Administrator.

### Main activities

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

### Key skills

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

### Internal contacts

Network Users.

### External contacts

Network Suppliers.

### Typical experience

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

### Other comments

Alternative Title: Senior LAN Support Specialist.

**Position Description**

---

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

---

**Responsible for**

Providing a Helpdesk function and support to network users.

**Report to**

Senior Network Support Analyst.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Network Users.

**External contacts**

Network Suppliers.

**Typical experience**

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

**Other comments**

Alternative Title: LAN Support Specialist.

## Position Description

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

---

### Responsible for

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

### Report to

Call/Response Centre Manager or Customer Support Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Customer service/technical support staff.

### External contacts

Customers at varying levels.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Call/Response Centre Manager or Customer Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Customer service/technical support staff.

### External contacts

Customers at varying levels.

### Typical experience

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

### Other comments

**Position Description**

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

---

**Responsible for**

Managing the external training function of an organisation.

**Report to**

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

**Supervises**

All Instruction, Curriculum and Training staff.

**Main activities**

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

**Key skills**

- Organisational, communication, management and customer handling skills.

**Internal contacts**

Senior management, Training staff, Customer Support staff.

**External contacts**

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

**Typical experience**

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

**Other comments**

## Position Description

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

---

### Responsible for

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

### Report to

Customer Education Manager.

### Supervises

May provide guidance to more junior training staff.

### Main activities

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

### Key skills

- Advanced organisational and communication skills.

### Internal contacts

Customer Training staff, Customer Support staff.

### External contacts

Third party facilitators, external consultants, customers.

### Typical experience

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

### Other comments

Alternative Title: Training Consultant.

## Position Description

---

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

---

### Responsible for

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

### Report to

Customer Education Manager, Senior Customer Training Officer.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Developed organisational and communication skills.

### Internal contacts

Customer Training staff, Customer Support staff.

### External contacts

Third party facilitators, external consultants, customers.

### Typical experience

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

### Other comments



## Position Description

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

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### Responsible for

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

### Report to

Financial Director or senior finance.

### Supervises

Team of Billing Group staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

International and Domestic Networks, Systems and other Suppliers.

### Typical experience

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

### Other comments

**Position Description**

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

---

**Responsible for**

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

**Report to**

Manager, Billing Products.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts****Typical experience**

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

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

**Other comments**

**Position Description**

---

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

---

**Responsible for**

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

**Report to**

Finance and Administration Manager, Administration Manager.

**Supervises**

Billing Officers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Customers.

**Typical experience**

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

**Other comments**

## Position Description

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

---

### Responsible for

Undertaking order processing and bill production for customers.

### Report to

Billing Manager or Billing Team Leader

### Supervises

No supervisory responsibilities, however may mentor junior Billing Officers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Suppliers, Other Functional Groups

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

Undertaking order processing and bill production for customers.

### Report to

Billing Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Suppliers, Other Functional Groups

### Typical experience

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

### Other comments

**Position Description**

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

---

**Responsible for**

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

**Report to**

Business Assurance Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Sales and Marketing department, staff in other business units.

**External contacts**

Other parties involved in contract negotiation - lawyers, etc.

**Typical experience**

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

**Other comments**

Alternative Title: Administration Manager/Business Affairs.

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

Contracts Administration Team Leaders, Contracts Administrators.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Other parties involved in contract negotiation - lawyers etc.

### Typical experience

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

### Other comments

**Position Description**

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

---

**Responsible for**

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

**Report to**

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

**Supervises**

Contract Administrators.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Other parties involved in contract negotiation - lawyers etc.

**Typical experience**

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

**Other comments**



**Position Description**

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

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**Responsible for**

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

**Report to**

Department/Operations Manager, Administration Manager.

**Supervises**

May supervise clerical staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Clients, sub-contractors, customers.

**Typical experience**

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

**Other comments**

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

**Position Description**

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**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**

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**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

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**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

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**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:** 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**

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**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

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**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:** 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:** 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:** 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:** 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**

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**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

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

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### 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 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:** 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

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

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### 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

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

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### 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

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

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### 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

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**Position title:** Change Control and Release Manager  
**Position code:** 36010  
**Level:** 5

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### 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**

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**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

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

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### Responsible for

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

### Report to

Data Engineering Manager.

### Supervises

May mentor more junior database engineers

### Main activities

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

### Key skills

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

### Internal contacts

Team members, management.

### External contacts

Clients, vendors, database administrators, solution architects.

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

Data Engineering Manager.

### Supervises

None.

### Main activities

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

### Key skills

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

### Internal contacts

Team members, management.

### External contacts

Clients, vendors, database administrators, solution architects.

### Typical experience

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

### Other comments

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

## Position Description

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

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### 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**

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**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**

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**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**

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

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**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

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

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### 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**

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

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**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

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**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:** 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

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**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**

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

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**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

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**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**

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

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**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**

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

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**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**

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**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

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**Position title:** Principal Firmware / Embedded Engineer  
**Position code:** 19045  
**Level:** 5

---

### Responsible for

Developing, planning and implementing effective analysis, design of software for industry specific applications and systems

### Report to

Chief Design Engineer.

### Supervises

Firmware / Embedded Engineers

### Main activities

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

### Key skills

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

### Internal contacts

All project staff in the company, company management.

### External contacts

Prime contractor, customer sub-contractors and technical consultants.

### Typical experience

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

### Other comments



**Position Description**

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**Position title:** Senior Firmware / Embedded Engineer  
**Position code:** 19050  
**Level:** 4

---

**Responsible for**

Development and implementation of software for industry specific applications and systems

**Report to**

Principal Firmware / Embedded Engineer

**Supervises**

May supervise the activities of a team.

**Main activities**

- Plans, improves and manages software applications from inception to use.
- Interface with hardware design and development
- Design and implement software of embedded devices and systems from requirements to production and commercial deployment
- Design, develop, code, test and debug system software
- Analyse and enhance efficiency, stability and scalability of system resources
- Integrate and validate new product designs
- Support software QA and optimize I/O performance
- Provide post production support

**Key skills**

- Proven working experience in software engineering
- Experience in hands-on development and troubleshooting on embedded targets
- Proven experience in embedded systems design with preemptive, multitasking real-time operating systems
- Familiarity with software configuration management tools, defect tracking tools, and peer review
- Excellent knowledge of OS coding techniques, IP protocols, interfaces and hardware subsystems
- Adequate knowledge of reading schematics and data sheets for components
- Strong documentation and writing skills
- Solid programming experience in C or C++

**Internal contacts**

All project staff in the company, company management.

**External contacts**

Prime contractors, customer sub-contractors and technical consultants.

**Typical experience**

At least 4-5 years experience in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

**Other comments**

**Position Description**

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**Position title:** Firmware / Embedded Engineer  
**Position code:** 19055  
**Level:** 3

---

**Responsible for**

Development and implementation of software for industry specific applications and systems

**Report to**

Principal Firmware / Embedded Engineer

**Supervises**

None

**Main activities**

- Plans, improves and manages software applications from inception to use.
- Interface with hardware design and development
- Design and implement software of embedded devices and systems from requirements to production and commercial deployment
- Design, develop, code, test and debug system software
- Analyse and enhance efficiency, stability and scalability of system resources
- Integrate and validate new product designs
- Support software QA and optimize I/O performance
- Provide post production support

**Key skills**

- Proven working experience in software engineering
- Experience in hands-on development and troubleshooting on embedded targets
- Proven experience in embedded systems design with preemptive, multitasking real-time operating systems
- Familiarity with software configuration management tools, defect tracking tools, and peer review
- Excellent knowledge of OS coding techniques, IP protocols, interfaces and hardware subsystems
- Adequate knowledge of reading schematics and data sheets for components
- Strong documentation and writing skills
- Solid programming experience in C or C++

**Internal contacts**

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

**External contacts**

Customers, primarily government and subcontractors.

**Typical experience**

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

**Other comments**

## Position Description

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**Position title:** Junior Firmware / Embedded Engineer  
**Position code:** 19060  
**Level:** 2

---

### Responsible for

Carrying out detailed design tasks under supervision.

### Report to

Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Developed skills and technical training in electronics/engineering.

### Internal contacts

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

### External contacts

Customers, primarily government and subcontractors.

### Typical experience

Tertiary qualifications in computer science, IT or electrical engineering (computing science major)

### Other comments

This is an entry level position in Firmware / Embedded Engineering.

## Position Description

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**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**

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**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

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**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**

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**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**

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

---

### Responsible for

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

### Report to

Chief Design Engineer.

### Supervises

Hardware Engineering teams.

### Main activities

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

### Key skills

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

### Internal contacts

All project staff in the company, company management.

### External contacts

Prime contractor, customer sub-contractors and technical consultants.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

Designing the more complex parts of overall development projects.

### Report to

Project Manager.

### Supervises

May supervise members of the project team.

### Main activities

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

### Key skills

- Developed skills and technical training in electronics/engineering.

### Internal contacts

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

### External contacts

Customers, primarily government and subcontractors.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

Designing assigned parts of overall development projects.

### Report to

Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Developed skills and technical training in electronics/engineering.

### Internal contacts

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

### External contacts

Customers, primarily government and subcontractors.

### Typical experience

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

### Other comments

May have subcontractor/manufacturing department interface.

## Position Description

---

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

---

### Responsible for

Carrying out detailed design tasks under supervision.

### Report to

Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Developed skills and technical training in electronics/engineering.

### Internal contacts

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

### External contacts

Customers, primarily government and subcontractors.

### Typical experience

Minimum three years experience in design of electronics systems equipment.

### Other comments

This is an entry level position in hardware design.

**Position Description**

---

**Position title:** 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**

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

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**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

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**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**

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**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

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**Position title:** Java/J2EE Senior Developer  
**Position code:** 32005  
**Level:** 4

---

### Responsible for

Designing, developing and maintaining J2EE applications. Approximately one third of the employee's time will be spent writing code/programming.

### Report to

Project Manager.

### Supervises

May mentor Java/J2EE developers.

### Main activities

- Designing, coding, testing and installing Java/J2EE applications either across multiple platforms.
- Developing operating and system documentation.
- Working with users to evaluate IT applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Providing technical mentoring and guidance to less experienced members of applications development team.

### Key skills

- Advanced skills and knowledge of the Java language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising JDBC interface.
- In depth knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Advanced Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Ability to understand the essential needs of Users and meet these in well-designed programs.
- Good skills in time and resource management.

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and software.

### Typical experience

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

### Other comments

Alternative Titles: Senior Software Developer; Senior Applications Developer. Please match Applications Team Leaders to Project Team Leader - Applications.

## Position Description

---

**Position title:** Java/J2EE Developer  
**Position code:** 32010  
**Level:** 3

---

### Responsible for

Designing, developing and maintaining J2EE applications.

### Report to

Project Team Leader, Senior Developer.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, coding, testing and installing Java/J2EE applications programs up to 75% of the time across multiple platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

### Key skills

- Developed skills in the Java language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising JDBC interface.
- Developed knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Developed Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and software.

### Typical experience

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

### Other comments

Alternative Titles: Software Developer; Applications Developer.

## Position Description

---

**Position title:** Java/J2EE Junior Developer  
**Position code:** 32015  
**Level:** 2

---

### Responsible for

Converting Java/J2EE applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming in Java.

### Report to

Project Manager, Senior Developer.

### Supervises

No supervisory responsibilities.

### Main activities

- Coding, testing and installing Java/J2EE applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

### Key skills

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

### Internal contacts

Users and user groups, development team members.

### External contacts

Hardware and software suppliers, external software specialists and consultants.

### Typical experience

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

### Other comments

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

## Position Description

---

**Position title:** 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:** 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 Automation Test Analyst  
**Position code:** 18113  
**Level:** 4

---

**Responsible for**

Develop and integrate automated test suites and perform end to end testing across both non-functional and functional phases.

**Report to**

Senior Test Manager

**Supervises**

Automation Test Analysts

**Main activities**

- Design of an automation framework, ensuring usability, effectiveness, efficiency and maintainability are met.
- Build, run and update automation scripts of varying complexity.
- Analyse system documentation and provide comprehensive feedback around testability.
- Create and maintain a mechanism for tracking changes to the framework.
- Review feedback from the business as to any issues with the determined technical direction and develop strategies to mitigate them.
- Provide recommendations to the Test Managers based on results and findings.
- Use testing processes and procedures e.g. Agile and/or Vmodel methodologies as per project requirements.

**Key skills**

- Extensive experience with test/automation tools.
- Experience using XML/XSLT scripts and writing VBS.
- Excellent software, technical and testing knowledge.
- Solid experience with developing, reviewing and executing complex automated test cases.
- Ability to learn new applications, business processes and procedures quickly.
- Strong verbal and written communication skills.

**Internal contacts**

Users, Applications and Systems Team

**External contacts****Typical experience**

5+ years experience in an automated testing role. Experience with developing, reviewing and executing complex automated test cases.

**Other comments**

## Position Description

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**Position title:** Automation Test Analyst  
**Position code:** 18114  
**Level:** 3

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### Responsible for

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

### Report to

Senior Test Manager

### Supervises

None

### Main activities

- Contribute to the design of an automation framework, ensuring usability, effectiveness, efficiency and maintainability are all core to the design.
- Build, run and update automation scripts of varying complexity.
- Provide effective training to staff enabling them to use the framework including a combination of demonstrations and supportive documentation.
- Understand highly complex coding, conduct QA on team member's work, ensuring team members adhere to documented standards and processes.
- Contribute to the creation and maintenance of a mechanism for tracking changes to the framework.
- Assist with seeking feedback from the business as to any issues with the determined technical direction and develop strategies to mitigate them.
- Follow testing processes and procedures - Agile and/or Vmodel methodologies as per project requirements.

### Key skills

- Extensive experience with test/automation tools.
- Experience using XML/XSLT scripts and writing VBS.
- Excellent software, technical and testing knowledge.
- Solid experience with developing, reviewing and executing complex automated test cases.
- Ability to learn new applications, business processes and procedures quickly.
- Strong verbal and written communication skills.

### Internal contacts

Users, Applications and Systems Team

### External contacts

### Typical experience

3+ years experience in an automated testing role. Experience with developing, reviewing and executing complex automated test cases.

### Other comments

**Position Description**

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

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**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

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

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### 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**

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

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**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

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

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### 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

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

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### 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**

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

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**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

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**Position title:** Research Lab Manager  
**Position code:** 74030  
**Level:** 6

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### Responsible for

Supervising and managing the activities of an assigned unit to provide adequate technical support for new product or process developments, production and product problems, or to identify possible new areas for technical exploration.

### Report to

Research & Development Director.

### Supervises

Research Engineering teams.

### Main activities

- Providing supervision/management of the activities and staff of a research Technical Lab engaged in product development and related technical support functions.
- Identifying and allocating manpower and resources to assure completion of established objectives within budgetary and schedule guidelines.
- Assisting management in identifying and initiating technical projects and programs.
- Identifying and recommending objectives and scope of technical projects and the subsequent communication of goals, scope, approach and schedules to assigned engineering and technical personnel for the performance of tasks and projects.
- Selecting individuals most qualified for assignments on specific projects and organising project and task work loads accordingly.
- Assessing results/progress of technical projects according to technical objectives – within budgetary and schedule guidelines.
- Completing periodic progress reports and making relevant presentations to management – identifying results of project progress and associated findings/issues.
- Troubleshooting persistent technical problems causing delays of section tasks and projects where a high level of technical knowledge and capability may be required.

### Key skills

- Good written and oral communication skills.
- Problem identification and proven research abilities.
- Proven and effective people management skills and a demonstrated ability to effectively supervise, motivate and direct technical personnel.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

### Internal contacts

Other team members, company management.

### External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

### Typical experience

Must have tertiary qualifications in a general research degree with 8+ years of progressively complex technical experience involving the latest state-of-the-art applications and techniques; will typically possess a PHD; 2+ years of technical supervision and project management responsibilities.

### Other comments



**Position Description**

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**Position title:** Principal Research Engineer  
**Position code:** 74015  
**Level:** 5

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**Responsible for**

Planning and directing projects (or significant phases of projects) within an assigned scientific functional area and providing technical direction/coordination in the performance of assigned projects pertaining to the development of firmware, embedded systems and related software.

**Report to**

Research & Development Director/Research Lab Manager.

**Supervises**

Only indirect staff supervision of a technical nature.

**Main activities**

- Developing and applying advanced scientific theories, methods and research techniques in the investigation and solution of complex technical problems.
- May provide principal technical guidance in the completion of assigned projects.
- Building both the business and technical cases of research projects and associated planning activities - establishing & defining the theoretical bases and principles; defining & selecting empirical test procedures to be used, resource planning for completion of projects.
- Specifying equipment, materials and suppliers required for completion and/or implementation of technical projects.
- Providing technical direction to, and coordinating the activities of research engineers, undergraduates and support personnel assigned to projects.
- Interpreting and evaluating test data and results of investigations and developing appropriate recommendations based on individual assessment and input from senior research engineers. Recommending necessary corrections in technical analyses and design.
- May provide technical consultation to technical staff and production organisations concerning technical problems in area of specialty.
- Investigating relevant literature, patents and current practices.

**Key skills**

- Good written and oral communication skills.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

**Internal contacts**

Other team members, company management.

**External contacts**

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

**Typical experience**

Must have tertiary qualifications in a general research-related with 8+ years of relevant work experience with emphasis in advanced engineering or scientific research and development or technical project leader; may hold a PHD.

**Other comments**

Alternate Title: Principal Design Engineer (Research & Development).



## Position Description

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**Position title:** Senior Research Engineer  
**Position code:** 74010  
**Level:** 4

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### Responsible for

Conducting independent investigation involving the original application of the principles of engineering, electronics, physics etc in the origination or modification of firmware, embedded systems and related software.

### Report to

Distinguished Research Engineer/Research Lab Manager.

### Supervises

May supervise the activities of a team of more junior Research Engineers.

### Main activities

- Assuming full technical responsibility for planning, organising and conducting technical reports/assignments.
- Originating and planning projects involving exploration of product and/or process problems -defining and selecting most pertinent of new concepts and approaches to the design or development of new and improved products and processes.
- Initiating, coordinating and overseeing the implementation of test runs and the development of experimental models pertaining to the development of new designs, methods, algorithms or processes.
- Providing technical guidance over projects assigned to more junior engineers and assisting with staff training as required.
- Analysing and evaluating test data, in order to prepare recommendations and determine the adequacy of design or specifications, feasibilities of manufacture, and other pertinent considerations faced in making decisions to produce a new product/process.
- Consolidating results of component elements of major projects performed by others and/or self into an integrated total assignment and providing written reports on behalf of the project indicating both status and results.
- Assisting internal product groups with technical queries/advice during implementation and development stages.
- Investigating literature, patents & current practices relevant to solving assigned problems.

### Key skills

- Good written and oral communications.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications as end-user (customers) are not usually available.
- Advanced skills in programming, documentation and design.

### Internal contacts

Other team members, company management.

### External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

### Typical experience

Must have tertiary qualifications in a general research degree with at least 4 - 5 years of relevant work experience; may hold a PHD.

### Other comments

Alternate Title: Senior Design Engineer (Research & Development).

**Position Description**

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**Position title:** Research Engineer  
**Position code:** 74005  
**Level:** 3

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**Responsible for**

Independent research and development tasks (i.e.: developing, testing, documenting and maintaining systems) of considerable importance and complexity relating to the more complicated phases of an overall scientific or engineering project.

**Report to**

Distinguished Research Engineer/Research Lab Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Performing professional engineering and scientific assignments of considerable complexity under general direction with considerable discretion as to work details.
- Developing new programs and enhancing, modifying and correcting existing software.
- May be tasked as the technical lead (providing specialist input to systems analysis and design) on relatively smaller projects in terms of staffing numbers and financial expenditure budgets.
- Conducting investigations or tests pertaining to the development of new designs, methods, algorithms, or processes - exercising independent judgment within the limits of established research techniques.
- Conducting extensive literature searches on relevant research topics.
- Compiling & evaluating essential design/test data & preparing technical specifications/documents in order to analyse such information & determine appropriate limits & variables for recommended product, process or material specifications.
- Under direction, may assist internal product groups with technical queries/advice during the implementation and development stages.
- Can be required to assist undergraduates in any combined research projects with tertiary institutions and/or assist new Research Graduates commencing with the organisation in their initial projects.

**Key skills**

- Good written and oral communications.
- Problem identification and proven research abilities.
- A demonstrated ability to work in a team in accord with established standards.
- This position requires a person with very strong conceptual skills and the ability to develop systems from specifications as end-user (customers) are not usually available.
- Developing skills in programming, documentation and design.

**Internal contacts**

Other team members.

**External contacts**

Limited external contacts.

**Typical experience**

Must have tertiary qualifications in a general research degree with at least 1 year of relevant work experience; alternatively may be a recently qualified PHD with up to two years experience.

**Other comments**

Alternate Title: Software Design Engineer (Research & Development).

**Position Description**

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**Position title:** Principal Design Engineer  
**Position code:** 18285  
**Level:** 5

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**Responsible for**

Developing, planning and implementing effective analysis, design, programming and testing skills to the production software systems. Has significant input into technical direction of the software team and is involved in product strategy decisions.

**Report to**

Software Project Manager/Director.

**Supervises**

Design Engineering teams.

**Main activities**

- Supervising the activities of a team of assigned software engineers, to provide effective analysis, design, programming and testing skills in the production of large software systems, or performing specialist roles in software research and technology.
- Supporting the internal quality and control requirements defined by company policy, possibly acting as a cost account manager.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project software (and hardware) requirements in accordance with designated company standards.
- Undertaking software design code and test of entire projects in accordance with designated company standards of methodology, style and quality.
- Introducing appropriate (possibly state-of-the-art) software development tools and methodologies as appropriate to the project.
- Significant input into preparing project proposals as required.
- Checking for patent infringements and recommending new patents.

**Key skills**

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

**Internal contacts**

All project staff in the company, company management.

**External contacts**

Prime contractor, customer sub-contractors and technical consultants.

**Typical experience**

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

**Other comments**

Alternative Title: Principal Software Engineer.

**Position Description**

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**Position title:** Senior Design Engineer  
**Position code:** 18290  
**Level:** 4

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**Responsible for**

Applying effective analysis, design, programming and testing skills to produce software systems. Assisting with the technical direction of projects.

**Report to**

Principal Design Engineer.

**Supervises**

May supervise the activities of a team.

**Main activities**

- Conducting analysis of project and software requirements as part of specific assigned work packages (more difficult than those of a Software/Design Engineer), in accordance with designated standards of methodology, style and quality.
- Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Originating, using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Undertaking assigned integration planning and software building definition tasks.
- Providing first hand supervision and guidance to designated lower level Software Engineers on assigned activities.
- May act as technology authority in short or long term planning, making recommendations on technical policies within an overall program.
- Assisting in the preparation of project proposals.
- Identifying areas of design that have potential to be patented.

**Key skills**

- Good written and oral communications. Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accordance with established standards.

**Internal contacts**

All project staff in the company, company management.

**External contacts**

Prime contractors, customer sub-contractors and technical consultants.

**Typical experience**

At least 4-5 years experience in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

**Other comments**

Alternate Title: Software Engineer.

**Position Description**

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**Position title:** Design Engineer  
**Position code:** 18295  
**Level:** 3

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**Responsible for**

Applying effective analysis, programming and testing skills to the production of software systems and beginning to assist with the technical direction of projects.

**Report to**

Principal Design Engineer.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting analysis of project and software requirements as part of the specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using, promoting and assisting with the origination of the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Assisting with integration planning and software building definition tasks.
- Providing input to more senior engineers for use in the preparation of project proposals.
- Providing guidance (technical direction) to junior engineers on common work packages.
- Carrying out patent searches for possible design infringements. Identifying areas of design that have potential to be patented.

**Key skills**

- Good written and oral communications.
- Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accord with established standards.

**Internal contacts**

All project staff in the company, company management.

**External contacts**

Prime contractor and customer, sub-contractors and technical consultants.

**Typical experience**

At least 2-3 years experience in software development. Tertiary qualifications in computer science, IT or Electrical Engineering (Computer Science major).

**Other comments**

Alternative Title: Advanced Software Engineer

**Position Description**

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**Position title:** Junior Design Engineer  
**Position code:** 18300  
**Level:** 2

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**Responsible for**

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

**Report to**

Principal Design Engineer.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting (under guidance) analysis of project and software requirements as part of specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing (under guidance) software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Participating in planning of assigned work packages to achieve prescribed objectives and reports on progress against this plan.
- Carrying out patent searches for possible design infringements. Identifying areas of design that have potential to be patented.

**Key skills**

- Good written and oral communications.
- Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accord with established standards.

**Internal contacts**

All project staff in the company, company management.

**External contacts**

Prime contractor and customer, sub-contractors and technical consultants.

**Typical experience**

At least 1 year in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

**Other comments**

Alternative Title: Software Engineer.

## Position Description

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**Position title:** Senior Software Project Manager  
**Position code:** 27005  
**Level:** 6

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### Responsible for

Managing the progress and quality of very large or multiple software development projects.

### Report to

General Manager, Divisional Manager.

### Supervises

Project Managers, Project Leaders, Systems Consultants. Up to 50 staff.

### Main activities

- Developing the technical capability and expertise of the company and its employees by ensuring the transfer of relevant technology throughout the company.
- Allocating development resources and controlling projects and overall budgets.
- Achieving revenue and profit objectives by managing high technology research and development projects and managing contracts to ensure that the company's contractual commitments are met.
- Recruiting, training and developing staff.
- Maintaining a high level of knowledge in the developing technologies in the industry and their application.
- Controlling system design and project planning activities related to large or multiple software system developments.
- Providing an input to information systems strategies and policies.

### Key skills

- Technical skills at an expert level, but coordination, control and motivations skills are more important.
- Must have ability to manage large business deals.
- Strong communication and people management skills are essential.

### Internal contacts

Senior Management, Marketing Manager, Human Resources Manager, Financial Manager.

### External contacts

Customers, technology associations, consultants, suppliers, software specialists.

### Typical experience

At least 12 years experience with a minimum of 10 years on software development project management. Tertiary qualifications to at least Masters level.

### Other comments

## Position Description

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**Position title:** Software Project Manager  
**Position code:** 27010  
**Level:** 5

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### Responsible for

Controlling the progress and quality of software development projects.

### Report to

Research and Development Manager, Project Director, Professional Services Manager, National Professional Services Manager.

### Supervises

A team of Business Consultants, Systems Analysts and Programmers. About 10-15 staff.

### Main activities

- Controlling project schedules so that software programs are completed on time.
- Establishing and controlling the quality standards of the software development so that programs meet requirements for operation, documentation, ease of modification and maintenance.
- Reporting regularly on project costs and progress.
- Assisting the installation or field testing of the software.
- Evaluating and recommending new software development tools and project control systems.
- Possibly also providing sales support.

### Key skills

- Usually has current technical skills at an advanced level but coordination, control and motivation skills are more important.
- Must be up to date with the direction and the latest approaches in software development.
- Strong conceptual ability.

### Internal contacts

Industry or Product Marketing Managers, Field Service and Technical Support staff, and Finance and Accounting staff.

### External contacts

Major Users at operational and management levels, distributors, and consultants.

### Typical experience

At least 7 years experience with 3 to 4 years in software design/development and project supervision.

### Other comments

The role requires an expert in the delivery of well designed and fully operable software packages, through effective control and coordination.



## Position Description

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**Position title:** Software Project Leader  
**Position code:** 27015  
**Level:** 4

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### Responsible for

Coordinating application development, implementation and quality control.

### Report to

Software Project Manager.

### Supervises

One or more teams of development staff or Systems Analysts and Programmers (typically up to 10 staff).

### Main activities

- Controlling project schedules according to quality standards with applications programs meeting user requirements, easily maintainable and delivered on time.
- Estimating, scheduling and resources planning.
- Ensuring maximum levels of production are achieved and maintained by individuals and teams.
- Reporting on progress of application against time frame and budget.
- Ensuring all staff obtain the necessary level of training.
- Possibly providing sales support.

### Key skills

- Advanced level skills in the design and specification of commercial software.
- Skills in time and resource management, together with an ability to understand the essential needs of Users and meet these in well designed programs.

### Internal contacts

Industry or Product Marketing Managers, Field Service and Technical Support staff and Finance and Accounting staff.

### External contacts

Major Users at operational and management levels, distributors and consultants.

### Typical experience

At least 6 years or more experience with at least 3 years in software development, system analysis and design.

### Other comments

The role requires knowledge of and experience in people management.

## Position Description

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**Position title:** Senior Scrum Master  
**Position code:** 18405  
**Level:** 5

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### 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

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**Position title:** Scrum Master  
**Position code:** 18410  
**Level:** 4

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### 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

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**Position title:** Agile Coach  
**Position code:** 18403  
**Level:** 4

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### 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

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**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

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**Position title:** SharePoint Business Analyst  
**Position code:** 32275  
**Level:** 3

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### Responsible for

Identify the business needs acting as intermediary between end-users and programmers (developers), test analysts and support analysts

### Report to

Project Manager or Business Analysis Manager

### Supervises

No supervisory responsibilities

### Main activities

- Investigates operational needs, problems and opportunities, contributing to recommendations
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development
- 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
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new system
- Preparing material and providing training and assistance to end-users following implementation
- May mentor junior analysts

### Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation
- Uses data gathering and analysis techniques in exploring complex business problems
- Good understanding of all aspects of the systems/software development lifecycle
- Technical knowledge of programming, system design, IT infrastructure and database concepts
- Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions
- Sound technical specification writing/documentation skills

### Internal contacts

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

### External contacts

IT Hardware and Software Vendors, IT Contractors, Package Vendors & Integrators

### Typical experience

At least 3-5 years of experience of IT experience specialising in business and systems analysis; Experience with SharePoint 2003/2007/2010 solutions that have been released into production; Produce process models describing business processes

### Other comments

**Position Description**

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**Position title:** Business Analysis Manager  
**Position code:** 18265  
**Level:** 5

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**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

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**Position title:** Senior Business Analyst  
**Position code:** 18270  
**Level:** 4

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### 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

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**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**

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**Position title:** Junior Business Analyst  
**Position code:** 18280  
**Level:** 2

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**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

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**Position title:** User Experience Manager  
**Position code:** 32175  
**Level:** 5

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### Responsible for

Providing strategic direction and guiding/mentoring UX practitioners in the creation of user experiences for products and solutions.

### Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications

### Supervises

Senior User Experience Designers, User Experience Designers.

### Main activities

- Drive strategic vision to design efforts that focus on delivering user experiences.
- Understand what our users are doing and why.
- Employ strong understanding of UX best practices.
- Track design progress, identify potential issues, and proactively work on solutions.
- Launch ideas (e.g. final wires, detailed flows, error states, etc) and assist in post launch analysis with the analytics and research team.
- Provide guidance to user experience design teams.
- Develop the team to their full potential through training, coaching, and feedback.

### Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of UX best practices.
- Ability to understand highly complex products.

### Internal contacts

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

### External contacts

### Typical experience

8+ years experience as a UX designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

### Other comments

Please note: Definition of User experience versus User Interface (smaller organisation may have these two functions/skill sets in one role), User Experience is responsible for the research and design specification and ongoing modification of products and solutions, however not programming. User Interface is responsible for coding and programming to support efficient, and user friendly operation of products, UI will have some knowledge of development research and design to enable outcomes.

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

May mentor junior User Experience Designers

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

User groups, Usability Consultants.

### Typical experience



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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

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

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### 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

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**Position title:** Associate Consulting Director/Associate Partner  
**Position code:** 26025  
**Level:** 6

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### Responsible for

Providing higher level chargeable services to clients in developing industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Corporate Professional Services Manager, Partner.

### Supervises

Less experienced consultants.

### Main activities

- Designing and developing very high quality business solutions and other projects.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Assisting in bringing projects experiencing difficulties to a successful conclusion.
- Managing a team of consultants (largely dependent on the size and scope of client project).

### Key skills

- Specialist knowledge of many industries or segments - and can work comfortably in areas beyond these specialties.
- Recognised as leading expert in specialty area - often seen as a role model.
- Has developed, or contributed to the development of new consulting techniques and methods.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

Customers (usually at the senior executive level). Industry associations.

### Typical experience

At least 15+ years of experience in business management, IT, systems integration consulting, design.

Minimum of 10 years experience in consulting, engagement/project management, and/or business and resource management.

Often holds an MBA.

### Other comments

This role requires a blend of technical, commercial and consulting skills. Alternative Titles: Associate Director/Partner - Strategic Business, Technical, IT Change Management and/or BPR.



## Position Description

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**Position title:** Principal Consultant  
**Position code:** 26030  
**Level:** 5

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### Responsible for

Providing higher level chargeable services to clients in developing industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Corporate Professional Services Manager, Branch Manager, Partner.

### Supervises

Less experienced Consultants.

### Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customers' business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Managing a team of consultants (largely dependent on the size and scope of client project).

### Key skills

- Specialist knowledge of many industries or segments, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Can adapt and apply existing techniques and methodologies to new uses.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

Customers (often at the senior executive level), telecommunications and various specialist consultants and peripheral suppliers.

### Typical experience

At least 10-15 years of experience in business management, IT, systems integration consulting, design.

Minimum of 5 years experience in consulting, engagement/project management, and/or business and resource management.

May hold an MBA.

### Other comments

This role requires a blend of technical, commercial and consulting skills. Some have moved into computing from commerce.

Alternative Titles: Senior Principal Consultant/Partner - Strategic Business, Technical, IT Change Management and/or BPR.

## Position Description

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**Position title:** Senior Consultant  
**Position code:** 26035  
**Level:** 4

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### Responsible for

Providing high level chargeable services to clients in developing industry-specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Professional Services Manager, Branch Manager, Partners.

### Supervises

May supervise less experienced Consultants.

### Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Managing a team of consultants (largely dependent on the size and scope of client project).

### Key skills

- Specialist knowledge of several industries or segments, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Good understanding of broad business issues.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

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

### Typical experience

At least 6-10 years of experience in business management, IT, systems integration consulting, design.

Minimum of 2 years experience in consulting, engagement/project management, and/or business and resource management.

### Other comments

Alternative Titles: Principal Consultant - Strategic Business, Technical, IT Change Management and/or Business Process engineering.

## Position Description

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**Position title:** Consultant  
**Position code:** 26040  
**Level:** 3

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### Responsible for

Providing a chargeable service to clients in the development of industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Professional Services Manager, National Software Manager, Branch Manager, Corporate Professional Services Manager, Partner.

### Supervises

May provide guidance to less experienced consultants .

### Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customer's business needs with input to strategic planning of business systems and directions.
- Being accountable for defined assignments/projects often involving immediate action or short term planning of human and other resources.
- Assisting with the preparation of sales proposals.
- Liaising with customers during preliminary installation and testing of developed software solutions or products.
- Recognising and promptly advising management of potential problems and for potential follow-on business opportunities.

### Key skills

- Specialist level competence/knowledge in at least one technology/expertise area.
- Fully competent in one or more related areas with strong analytical skills.
- Able to contribute in a number of areas outside of specialty.
- Understanding business/organisation/marketing context of business solutions.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists and Product Specialists.

### External contacts

Customers, telecommunications carriers and various specialist consultants and peripheral suppliers.

### Typical experience

At least 3-6 years work experience in information technology, IT systems, systems design, integration or consulting.

### Other comments

The role requires a blend of technical, commercial and consulting skills. Some have moved into computing from commerce.  
Alternative Titles: Consultant - IT Change Management, Technical and/or BPR.

## Position Description

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**Position title:** Junior Consultant  
**Position code:** 26045  
**Level:** 2

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### Responsible for

Assisting in providing a chargeable service to clients relating primarily to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Professional Services Manager Branch Manager or Partner.

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting in the design and development of high quality business solutions and other projects.
- Providing evaluations of customer's business needs comprising differing product options.
- Assisting the preparation of sales proposals/projects.
- Being accountable for defined work assignments/projects often involving immediate action or short term planning of human and other resources.
- Liaising with customers during preliminary installation and testing of developed solutions or products.
- Operating as a member of a project team.

### Key skills

- Broad academic knowledge of information technology/business management and/or business concepts and products.
- Analytical and consulting skills.
- Technical skills requiring further development.

### Internal contacts

Industry and Product Marketing Managers and Product Specialists, Project Managers.

### External contacts

Customers at an operational level.

### Typical experience

University or college graduate, usually in an information technology discipline or in business. May have educational background different from the above, at least 0-3 years relevant technical experience.

### Other comments

Alternative Title: Associate Consultant - IT Change Management, Technical and/or BPR.

## Position Description

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

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### 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**

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

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**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**

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

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**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**

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

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**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

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

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### 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

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

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### 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**

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

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**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

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

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### 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

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**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

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**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

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

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### 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**

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

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**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

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

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### 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

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**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

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**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**

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**Position title:** Professional Services Manager - Sector  
**Position code:** 26005  
**Level:** 6

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**Responsible for**

Managing and developing consulting services on an industry sector basis to achieve budgeted targets.

**Report to**

Corporate Professional Services Manager/Director.

**Supervises**

A team of Project Managers and Consultants.

**Main activities**

- Formulating policies and strategies to optimise consulting performance and customer satisfaction.
- Ensuring that the branch meets its profitability targets, maximising revenue per consultant within agreed cost constraints and without compromising the integrity and standards of the company.
- Negotiating major contracts with both customers and Sub-contractors.
- Allocating human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for department.
- Recruiting at Professional Services management levels and senior personnel.

**Key skills**

- Strong management background particularly in technical, human resource and finance disciplines.

**Internal contacts**

National Sales and Marketing Management, Support and Research and Development departments.

**External contacts**

Major customers and contract organisations.

**Typical experience**

Typically has tertiary qualifications in a technical discipline and at least 10 years of management experience at a senior level and at least another 5-8 years in managing consulting projects.

**Other comments**

The role is high profile, probably requiring regular presentations to significant industry groups impacting on the operation of the company.

**Position Description**

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**Position title:** Project Director/Program Manager  
**Position code:** 18015  
**Level:** 6

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**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.



# IT & Telecommunications (New Zealand) Survey

## Other comments

Alternative Titles: Project Manager; Senior Integration Project Manager.

## Position Description

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**Position title:** Project Manager (Large Projects)  
**Position code:** 26010  
**Level:** 5

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### Responsible for

Ensuring preparation/completion of large projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

### Report to

Corporate Professional Services Manager or Project Director/Program Manager or Professional Services Manager

### Supervises

Consultants involved in Solutions Development/Systems Integration.

### Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Managing phases of software development including requirements analysis, system design, specification, development, testing and implementation.

### Key skills

- Fully competent in managing very senior professionals.
- Fully competent in managing a large entity (PSC, Industry grouping, very major project/programs).
- Able to work with/influence executive-level management and customers.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- Experience with a project management methodology.

### Internal contacts

Senior Management, Financial and Accounting staff, Technical Support staff, Sales Management.

### External contacts

Major customers/Users at all levels within client sites.

### Typical experience

Tertiary level education, with at least 15 years of experience in a technical field - IT, systems integration, consulting, development. At least 2-3 years managing smaller project managers and/or consultant-level professionals.

### Other comments

May typically manage large projects (e.g. \$6M+) requiring more staff and with a higher dollar value. The job holder may well be the prime contractor coordinating the activities of a range of suppliers.

**Position Description**

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**Position title:** Project Manager (Mid Range Projects)  
**Position code:** 26015  
**Level:** 4

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**Responsible for**

Ensuring preparation/completion of mid range projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

**Report to**

Corporate Professional Services Manager or Project Director/Program Manager or Professional Services Manager

**Supervises**

Consultants involved in Solutions Development/Systems Integration.

**Main activities**

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Managing phases of software development including requirements analysis, system design, specification, development, testing and implementation.
- Managing installation/field testing of developed systems.

**Key skills**

- Effective in working with and influencing customer and senior management.
- Fully competent in business management.
- Ability to manage and lead professional staff, contractors and multi-disciplinary teams to achieve a given objective.
- Experience with a project management methodology.
- Fully competent in management of complex programs.
- Ability to meet tight schedules and cost targets without compromising customer requirements.

**Internal contacts**

Senior Management, Financial and Accounting staff, Technical Support staff, Sales Management staff.

**External contacts**

Major customers/Users at all levels within client sites.

**Typical experience**

Tertiary level education with 10-15 years of experience in a technical field (information technology, systems integration, consulting, development) with 2-3 years managing professionals.

**Other comments**

May typically manage mid range size contracts (e.g. \$3 - \$5M) and also coordinate the activities of a range of suppliers.



## Position Description

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<b>Position title:</b>	<b>Project Manager (Small Projects)</b>
<b>Position code:</b>	<b>26020</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Ensuring preparation/completion of smaller projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

### Report to

Corporate Professional Services Manager or Project Director/Program Manager or Professional Services Manager

### Supervises

Consultants involved in Solutions Development/Systems Integration.

### Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time, and meet agreed customer requirements.
- Managing phases of software development including requirements analysis, system design, specification, development, testing and implementation.
- Managing installation/field testing of developed systems.

### Key skills

- Ability to lead and manage professional staff, contractors and teams.
- Project/Program management of smaller projects/programs.
- Experience with a project management methodology.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- General business management.

### Internal contacts

Senior Management, Financial and Accounting staff, Technical Support staff, Sales Management staff.

### External contacts

Major customers/Users at all levels within client sites.

### Typical experience

Tertiary level education, with at least 5 years of experience in a technical field, information technology, systems integration, consulting, development. At least 2-3 years of experience in supervising/leading others as a project manager or leader.

### Other comments

May typically manage smaller teams in lower value assignments (e.g. \$1 - \$2M) - may also act as a prime contractor coordinating the activities of a small range of suppliers.

## Position Description

---

**Position title:** Senior Bid Manager  
**Position code:** 26050  
**Level:** 5

---

### Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

### Report to

Business Manager.

### Supervises

May supervise 1-5 employees.

### Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

### Key skills

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

### Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

### External contacts

Customers at all levels.

### Typical experience

At least 5-8 years support experience in Bid, Sales or Customer Service environment.

### Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

**Position Description**

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**Position title:** Bid Manager  
**Position code:** 26055  
**Level:** 4

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**Responsible for**

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

**Report to**

Business Manager and/or Senior Bid Manager.

**Supervises**

May have supervisory responsibility.

**Main activities**

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

**Key skills**

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

**Internal contacts**

Sales, Sales Support, Customer Service Managers and Product Managers.

**External contacts**

Customers at all levels.

**Typical experience**

At least 2 -5 years support experience in Bid, Sales or Customer Service environment.

**Other comments**

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

**Position Description**

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**Position title:** Client Services Manager (Large)  
**Position code:** 26060  
**Level:** 6

---

**Responsible for**

Managing cross-business programs ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team. Contract gross margin responsibility and up selling and expansion of account.

**Report to**

Chief Executive Officer/Managing Director, General Manager.

**Supervises**

May supervise Service Delivery Manager(s).

**Main activities**

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of great strategic importance/high complexity/annual revenue of approximately \$75 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Collaborating with the engagement team to establish and drive appropriate cross functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

**Key skills**

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

**Internal contacts**

Senior Management, outsourced IT employees.

**External contacts**

Clients, client employees, Suppliers, third party organisations.

**Typical experience**

At least 15 years of relevant industry experience.

**Other comments**

**Position Description**

---

**Position title:** Client Services Manager (Medium)  
**Position code:** 26065  
**Level:** 5

---

**Responsible for**

Managing cross-business programs and ensuring the successful transition of the engagement team to the delivery readiness team, and thence to the delivery operations team.

**Report to**

Chief Executive Officer/Managing Director, General Manager.

**Supervises**

May supervise Service Delivery Manager(s).

**Main activities**

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of strategic importance/reasonable complexity/annual revenue of approximately \$25 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Collaborating with the engagement team to establish and drive appropriate cross-functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

**Key skills**

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

**Internal contacts**

Senior Management, outsourced IT employees.

**External contacts**

Clients, client employees, Suppliers, third party organisations.

**Typical experience**

At least 12 years of relevant industry experience.

**Other comments**

## Position Description

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**Position title:** Client Services Manager (Small)  
**Position code:** 26070  
**Level:** 4

---

### Responsible for

Managing cross-business programs and ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team.

### Report to

Chief Executive Officer/Managing Director, General Manager.

### Supervises

May supervise Service Delivery Manager(s), often a dotted line relationship.

### Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of moderate strategic importance/normal complexity/annual revenue of approximately \$5 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Managing the engagement team to establish and drive appropriate cross functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

### Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

### Internal contacts

Senior Management, outsourced IT employees.

### External contacts

Clients, client employees, suppliers, third party organisations.

### Typical experience

At least 7 years relevant industry experience.

### Other comments

## Position Description

---

**Position title:** Service Delivery Manager (Large)  
**Position code:** 26075  
**Level:** 5

---

### Responsible for

Managing the quality and cost-effective service delivery to the customer of relatively large contracts. Manages the technical/service relationship with the customer.

### Report to

Client Services Director.

### Supervises

May supervise Service Delivery Manager(s).

### Main activities

- Providing service delivery management, including the implementation of a solution in accordance with contracted terms for complex opportunities or managing large outsourced business activity directly.
- Participating with account managers and engagement teams in defining/designing, costing and scheduling.
- Developing, reviewing and finalising the implementation plan as well as achieving approval for large, complex opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross geographic resource alignment.
- Establishing a responsive business relationship with customer including problem reporting, escalation and resolution processes.
- Managing/monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and the impact of customer change requests, thence identifying service implications.
- Developing and communicating delivery status and performance reports.

### Key skills

- Excellent oral and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

### Internal contacts

Client Service Director, Service Delivery Managers, Outsourced IT staff, IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

At least 15 years of relevant industry experience.

### Other comments

## Position Description

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**Position title:** Service Delivery Manager (Medium)  
**Position code:** 26080  
**Level:** 4

---

### Responsible for

Assuming overall responsibility for quality and cost-effective service delivery to the customer. Managing the technical/service relationship with the customer.

### Report to

Client Services Director.

### Supervises

A team of around 20 IT contracting employees and annual contract revenue of up to \$5 million.

### Main activities

- Managing the day-to-day work of delivery team of a medium sized outsourced business activity as prime contractor in implementing a solution in accordance with contracted terms on one or more opportunities.
- Participating with account managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan and achieving approval for medium opportunities.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests, identifying service implications.

### Key skills

- Excellent oral and written communication skills.
- Excellent project management skills, and a proven record of successful staff management.

### Internal contacts

Client Service Director, Outsourced IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

At least 10-15 years of relevant industry experience.

### Other comments

Example activities include, but are not limited to, managing a call or data centre.



## Position Description

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**Position title:** Service Delivery Manager (Small)  
**Position code:** 26085  
**Level:** 3

---

### Responsible for

Assuming overall responsibility for quality and cost effective service delivery to the customer. Managing the technical/service delivery relationship with the customer.

### Report to

Client Services Director, Service Delivery Manager (Large).

### Supervises

A team of up to 20 IT contracting employees and annual contract revenue of up to \$1 million.

### Main activities

- Managing the day-to-day work of the delivery team as prime contractor, implementing a solution in accordance with contracted terms.
- Participating with Account Managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan, and achieving approval for opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross-geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests and identifying service implications.
- Possibly managing a call or data centre.

### Key skills

- Excellent oral and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

### Internal contacts

Client Service Director, Outsourced IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

At least 10-15 years of relevant industry experience.

### Other comments

## Position Description

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**Position title:** Principal Solutions Architect  
**Position code:** 26090  
**Level:** 5

---

### Responsible for

Providing expertise on multiple client engagements, managing multiple, large or strategically important technical programs, developing, coordinating and delivering all aspects of customer IT needs.

### Report to

IT Outsourcing Manager.

### Supervises

May supervise outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Assisting in determining strategic direction of the organisation.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

### Key skills

- Project management skills.
- Analysis, communication and presentation ability.
- Scheduling skills.

### Internal contacts

IT Contracting employees.

### External contacts

Clients' IT departments.

### Typical experience

At least 10 years of experience in a technical field i.e.. Information Technology, Systems Integration, or Development. At least 5 years of experience in an IT contracting environment.

### Other comments

## Position Description

---

**Position title:** Senior Solutions Architect  
**Position code:** 26095  
**Level:** 4

---

### Responsible for

Providing expertise on multiple client engagements, managing multiple or medium-sized technical programs, developing, coordinating and delivering all aspects of customer IT needs.

### Report to

IT Outsourcing Manager.

### Supervises

May supervise teams of up to 10 outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

### Key skills

- Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

### Internal contacts

IT contracting employees.

### External contacts

Clients' IT departments.

### Typical experience

At least 5 years experience in an IT contracting environment.

### Other comments

## Position Description

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**Position title:** Solutions Architect  
**Position code:** 26100  
**Level:** 3

---

### Responsible for

Providing expertise on client engagements, managing small to medium technical programs, developing, coordinating and delivering all aspects of customer IT needs or parts of large customer engagements.

### Report to

IT Outsourcing Manager, Principal Solutions Architect.

### Supervises

May supervise teams of approximately 5 outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

### Key skills

- Developing project management skills.
- Analytical, communication, and presentation ability.
- Scheduling skills.

### Internal contacts

IT Contracting employees.

### External contacts

Clients' IT departments.

### Typical experience

At least 3 years of experience in an IT contracting environment.

### Other comments

## Position Description

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**Position title:** Pre-Sales Support Manager  
**Position code:** 11140  
**Level:** 6

---

### Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

### Report to

Sales Director, Marketing Director, Customer Support Director, General Manager.

### Supervises

Pre-Sales Support Specialists.

### Main activities

- Ensuring the successful selling and installation of solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local and international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels and providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

### Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant environment.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Senior Executive Team, Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

### External contacts

Customers, Relevant Industry Bodies, Suppliers.

### Typical experience

10+ years of related experience, with 2-5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

### Other comments

This role typically has a mixture of Management and high level Pre-Sales Support tasks. This role may sit within the Sales, Marketing, Customer Support or Technical Support job family depending on the structure of the organisation.

**Position Description**

---

**Position title:** Principal Pre-Sales Support Specialist  
**Position code:** 11145  
**Level:** 5

---

**Responsible for**

Providing expert advice regarding Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

**Report to**

Pre-Sales Support Manager.

**Supervises**

No formal supervisory responsibilities, however employees in this role would mentor more junior Pre-Sales Support Specialists.

**Main activities**

- Acting as a recognised authority in the area of Pre-Sales Support and working as an individual contributor providing expert advice.
- Contributing advice from a Pre-Sales Support perspective for the development of the organisation's Sales strategy. Providing leadership and direction for Line of Business, aligning Line of Business with the broader business plan and contributing significantly to the advancement of long-term strategic direction.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals. Developing and implementing demonstrations, presentations, training, consultation and Sales support services for the Sales Team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Assisting with Post-Sales support where required.

**Key skills**

- Expert knowledge, analytical, diagnostic, project management and problem-solving skills and technical ability in the relevant environment.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

**External contacts**

Customers, Relevant Industry Bodies.

**Typical experience**

10+ years of relevant Sales and Technical experience, coupled with a relevant tertiary qualifications.

**Other comments**

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

---

**Position title:** Senior Pre-Sales Support Specialist  
**Position code:** 11150  
**Level:** 4

---

### Responsible for

Providing Pre-Sales Support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

### Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

### Supervises

A group of Pre-Sales Support Specialists or no supervisory responsibilities.

### Main activities

- Acting as the Team Leader for a group of Pre-Sales Support Specialists and/or acting as an individual contributor providing specialist advice and support.
- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support and technically training the Customer Support team where required.

### Key skills

- Specialist skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

### External contacts

Customers.

### Typical experience

7-10 years of relevant Sales and Technical experience, including 3-6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

### Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

**Position Description**

---

**Position title:** Pre-Sales Support Specialist  
**Position code:** 11155  
**Level:** 3

---

**Responsible for**

Providing Pre-Sales Support to both the Sales Team and clients. Ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

**Report to**

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and sales support services for the Sales team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.
- Technically training the Customer Support team where required.

**Key skills**

- Skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

**External contacts**

Customers.

**Typical experience**

3-6 years of relevant Sales or Technical experience, including 1-3 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

**Other comments**

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.



**Position Description**

---

**Position title:** Junior Pre-Sales Support Specialist  
**Position code:** 11160  
**Level:** 2

---

**Responsible for**

Assisting with the provision of Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

**Report to**

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Contributing to the achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Assisting other Pre-Sales Support Specialists with the provision of demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Participating in user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.

**Key skills**

- Growing skills, knowledge and technical ability in the relevant environment.
- Developing analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Sales and Marketing staff, Professional Services staff, Customer and Technical Support staff.

**External contacts**

Customers.

**Typical experience**

2-3 years of relevant Sales or Technical experience, including 1 year in a Pre-Sales role, coupled with relevant tertiary qualifications.

**Other comments**

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

**Position Description**

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<b>Position title:</b>	<b>Alliance/Partner Manager</b>
<b>Position code:</b>	<b>23075</b>
<b>Level:</b>	<b>5</b>

---

**Responsible for**

Acting as the first line of Management, directing a team of Alliance/Partner Specialists in achieving an agreed revenue target or sales quota through management and selling amongst an assigned group of Alliance/Partner organisations.

**Report to**

Alliance/Partner Director, Senior Sales Manager, Business Unit Sales Manager.

**Supervises**

A team of Alliance/Partner Specialists.

**Main activities**

- Planning and directing the activities of a team of Alliance/Partner Specialists, and ensuring all Staff are motivated to attain predetermined Sales targets.
- Ensuring the growth and development of relationships with strategic Alliance/Partner organisations to achieve Sales targets and 'preferred partner' status for the organisation.
- Overseeing the development of detailed knowledge of Alliance/Partner organisations, including their selling processes, buying criteria, strategic objectives and organisational culture, in order to develop objectives, business plans and Sales strategies for the purposes of growing the organisation's revenue in assigned Alliance/Partner accounts.
- Constructing, instructing and managing 'virtual team/s' to perform work associated with the Alliance/Partner relationship and acting as the key liaison between the organisation's technical staff and the Alliance/Partner organisation.
- Monitoring Alliance/Partner organisations and Alliance/Partner's customer satisfaction levels. Assisting Alliance/Partner organisations in identifying new opportunities.
- Preparing and updating budgets for Alliances/Partners, reporting on performance against targets and providing variance analyses and revised projections.
- Managing the Alliance/Partner 'pipeline', developing business cases for working with potential Alliance/Partner organisations, selling the benefits of collaboration to both the organisation's Senior Management and potential Alliance/Partner organisations and creating new Alliances/Partners in accordance with the organisation's strategic goals.
- Liaising with Legal staff to outline the details of how the Alliance/Partnership has been arranged, assisting in the creation of Alliance/Partner documentation, marketing and sales support material.
- Recruiting, selecting and training Alliance/Partner Specialists.

**Key skills**

- Outstanding negotiation skills, persuasive ability, relationship building skills, communication skills and the ability to interact at a strategic level.
- Sales focus coupled with the ability to manage the goals of the organisation in conjunction with Alliance/Partner goals to obtain the best outcome for both.
- Excellent presentation skills and the ability to tailor presentations according to the varying levels of technical understanding of different audiences.
- Technical knowledge in the relevant environment.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Ability to manage/direct a 'virtual team'.

**Internal contacts**

Senior Management, Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

**External contacts**

Alliances/Partners, Government Bodies.



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### **Typical experience**

10+ years of experience, coupled with tertiary qualifications and possibly an MBA or equivalent.

### **Other comments**

This role manages Alliance/Partnerships with large Solutions Providers (i.e. 'Big 5' consultancies, large Systems Integrators and large Outsourcers). This role performs a mix of Sales oriented and Managerial tasks.

## Position Description

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**Position title:** Alliance/Partner Specialist  
**Position code:** 23080  
**Level:** 4

---

### Responsible for

Achieving an agreed revenue target or sales quota through management and selling amongst an assigned group of Alliance/Partner organisations.

### Report to

Alliance/Partner Manager, Sales Manager, Senior Sales Manager, Business Unit Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Developing and maximising relationships with strategic Alliance/Partner organisations to achieve Sales targets and 'preferred partner' status for the organisation.
- Developing detailed knowledge of the Alliance/Partner organisation, including their selling processes, buying criteria, strategic objectives and organisational culture, in order to develop objectives, business plans and Sales strategies for the purposes of growing the organisation's revenue in assigned Alliance/Partner accounts.
- Constructing, instructing and managing 'virtual team/s' to perform work associated with the Alliance/Partner relationship and acting as the key liaison between the organisation's technical staff and the Alliance/Partner organisation.
- Acting as the main point of contact within the organisation for interface within the Alliance/Partner organisation.
- Monitoring Alliance/Partner organisations and Alliance/Partner's customer satisfaction levels. Assisting Alliance/Partner organisations in identifying new opportunities.
- Providing input to budget planning for assigned Alliances/Partners.
- Managing the Alliance/Partner 'pipeline', developing business cases for working with potential Alliance/Partner organisations, selling the benefits of collaboration to both the organisation's Senior Management and potential Alliance/Partner organisations and creating new Alliances/Partners in accordance with the organisation's strategic goals.
- Liaising with Legal staff to outline the details of how the Alliance/Partnership has been arranged, assisting in the creation of Alliance/Partner documentation, marketing and sales support material.

### Key skills

- Outstanding negotiation skills, persuasive ability, relationship building skills, communication skills and the ability to interact at a strategic level.
- Sales focus coupled with the ability to manage the goals of the organisation in conjunction with Alliance/Partner goals to obtain the best outcome for both.
- Excellent presentation skills and the ability to tailor presentations according to the varying levels of technical understanding of different audiences.
- Technical knowledge in the relevant environment.
- Ability to work within a 'virtual team' environment.

### Internal contacts

Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

### External contacts

Alliances/Partners, Government Bodies.

### Typical experience

5-8 years of experience, coupled with tertiary qualifications.

### Other comments



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This role may assist with the management of Alliances/Partnerships with large Solutions Providers (i.e.. 'Big 5' consultancies, large Systems Integrators and large Outsourcers), or manage one or a number of Alliances/Partnerships with small to medium Solutions Providers.

**Position Description**

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**Position title:** Senior Principal Sales Representative  
**Position code:** 23005  
**Level:** 6

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

May mentor Sales Representatives.

**Main activities**

- Working closely with new clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

10 + years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Sales Executive; Sales Consultant.

**Position Description**

---

**Position title:** Principal Sales Representative  
**Position code:** 23010  
**Level:** 5

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

May mentor Sales Representatives.

**Main activities**

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

8-10 years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Sales Executive; Sales Consultant.

## Position Description

---

**Position title:** Senior Sales Representative - Direct End User  
**Position code:** 23015  
**Level:** 4

---

### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

### Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

### External contacts

Customers, Suppliers.

### Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Sales Executive; Sales Consultant.



**Position Description**

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**Position title:** Sales Representative - Direct End User  
**Position code:** 23020  
**Level:** 3

---

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

2+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Some employees in this role may do their selling face-to-face, other employees will do the majority of their selling via the telephone and may be referred to as 'Inside Sales Representatives'. Other Alternative Title: Sales Executive.

**Position Description**

---

**Position title:** Junior Sales Representative - Direct End User  
**Position code:** 23025  
**Level:** 2

---

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

1+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Some employees in this role may do their selling face-to-face, other employees will do the majority of their selling via the telephone and may be referred to as 'Inside Sales Representatives'. Other Alternative Title: Sales Executive.

**Position Description**

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**Position title:** Inside Sales Manager  
**Position code:** 23030  
**Level:** 5

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**Responsible for**

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

**Report to**

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

**Supervises**

A team of Inside Sales Representatives and Sales Administration staff.

**Main activities**

- Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
- Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Inside Sales staff.

**Key skills**

- Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leaderships, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Government Bodies, Suppliers.

**Typical experience**

8-10 years of experience, and may possess relevant tertiary qualifications.

**Other comments**

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational



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products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

## Position Description

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**Position title:** Senior Inside Sales Representative  
**Position code:** 23035  
**Level:** 4

---

### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

### Main activities

- Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

### Key skills

- Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than



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establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

## Position Description

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**Position title:** Inside Sales Representative  
**Position code:** 23040  
**Level:** 3

---

### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Telephone selling skills, including the ability to negotiate, persuade and influence.
- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

### External contacts

Customers, Suppliers.

### Typical experience

At least 3-5 years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Title: Inside Sales Representative.

**Position Description**

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**Position title:** Junior Inside Sales Representative  
**Position code:** 23045  
**Level:** 2

---

**Responsible for**

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

**Report to**

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Growing telephone selling skills, including the ability to negotiate, persuade and influence.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

1+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account





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management or field sales roles.

## Position Description

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**Position title:** Functional Lead - Product Management  
**Position code:** 13515  
**Level:** 6

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### Responsible for

Managing the development, market share and profitability of an organisation's portfolio of products.

### Report to

Senior Management

### Supervises

Product Managers

### Main activities

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

### Key skills

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

### Internal contacts

Senior management, product management team, marketing team, sales team.

### External contacts

External vendors, industry contacts, market research firms.

### Typical experience

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Product Manager  
**Position code:** 64135  
**Level:** 5

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### Responsible for

Manages a large product or portfolio of products to maximise their revenue and growth.

### Report to

Business Unit Head, Senior Management.

### Supervises

May mentor more junior Product Managers.

### Main activities

- Develops and drives the business case for changes to the product offering or its delivery to market to maximise product growth.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Responsible for the success of new product(s) initiatives.
- Directs and implements modifications to the product(s) to maximise product revenue and growth.
- Uses well developed industry knowledge to strategically direct product development.
- Liaises and instructs stakeholders in sales, marketing and finance to direct and improve product delivery.
- Instructs junior staff in relevant processes to assist in their development.

### Key skills

- Ability to solve complex problems with consideration to business impact.
- Uses industry knowledge to predict future challenges for the product(s).
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Experienced in presenting and communicating with stakeholders to maximise product sales and revenue.
- Uses relationships across the business and industry to drive product development and growth.

### Internal contacts

Senior management, sales, marketing and finance.

### External contacts

End-users, industry contacts, market research firms, vendors.

### Typical experience

5-8 years experience in product management, coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Product Manager  
**Position code:** 64035  
**Level:** 4

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**Responsible for**

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

**Report to**

Marketing Manager.

**Supervises**

May supervise a Marketing Assistant.

**Main activities**

- Developing and/or Contributing significantly to the overall marketing strategy of a specific product or product line.
- Managing Product sales budgets and continually monitoring actual product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence.
- Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in Product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing Product training to sales force.
- Overseeing Product design and enhancement activities.

**Key skills**

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

**Internal contacts**

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

**External contacts**

Advertising Agencies, Market Research Companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

**Typical experience**

Minimum 5 years commercial experience, coupled with a university degree in Business/Marketing or similar tertiary level qualification.

**Other comments**

## Position Description

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**Position title:** Associate Product Manager  
**Position code:** 13530  
**Level:** 3

---

### Responsible for

Assisting the Product Managers in the development and maintenance of a product or portfolio of products to maximise their revenue and growth.

### Report to

Manager - Product Management; Product Managers.

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting in the development of product features to ensure a competitive and marketable range of products.
- Assisting in the development of sales ideas and promotional materials to support new and existing products.
- Ensuring all marketing support documentation is current and has received the appropriate compliance sign-off.
- Answering product related enquiries from staff and intermediaries.
- Assisting in the development of regular product communications to customers and advisers.
- Assisting with projects as required.

### Key skills

- Sound understanding of the market.
- Good communication and interpersonal skills.
- Proficiency in Word and Excel.
- Ability to work in a team environment.
- Time management and ability to prioritise.

### Internal contacts

Product Managers; the Sales & Marketing, Distribution, and Actuarial departments; Client Service staff.

### External contacts

Advisors, Dealers.

### Typical experience

3+ years of experience in Product Management, coupled with relevant qualifications.

### Other comments

**Position Description**

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**Position title:** Service - Senior Sales Representative  
**Position code:** 23050  
**Level:** 4

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No formal supervisory responsibilities, however employees in this role may mentor Service - Sales Representatives.

**Main activities**

- Working closely with new and existing clients to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

5+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

This role achieves revenue/Sales quotas from Service/Support business only.

**Position Description**

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**Position title:** Service - Sales Representative  
**Position code:** 23055  
**Level:** 3

---

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with new and existing clients to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Support/Service proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

2+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

This role achieves revenue/Sales quotas from Service/Support business only.

## Position Description

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**Position title:** Service - Junior Sales Representative  
**Position code:** 23060  
**Level:** 2

---

### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

### External contacts

Customers, Suppliers.

### Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

### Other comments

This role achieves revenue/Sales quotas from Service/Support business only.



## Position Description

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**Position title:** Software Licensing Specialist  
**Position code:** 23065  
**Level:** 3

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### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Software Licensing business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with new and existing clients to determine their present and future Software Licensing needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Software Licensing objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Software Licensing business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Software Licensing proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff.

### External contacts

Customers, Suppliers.

### Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

This role achieves revenue/Sales quotas from Software Licensing business only.

## Position Description

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**Position title:** Junior Software Licensing Specialist  
**Position code:** 23070  
**Level:** 2

---

### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Software Licensing business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future Software Licensing needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Software Licensing objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Software Licensing business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

### External contacts

Customers, Suppliers.

### Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

### Other comments

This role achieves revenue/Sales quotas from Software Licensing business only.

## Position Description

---

**Position title:** Chief Information Officer  
**Position code:** 10090  
**Level:** 7

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### 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:** Corporate Channel Sales Manager  
**Position code:** 22015  
**Level:** 6

---

### Responsible for

Controlling the sales activities of the company nationally through a network of Dealers, Distributors or other Equipment Manufacturers in order to achieve revenue, expense and sales targets.

### Report to

Corporate Sales Manager or General Manager.

### Supervises

Business Unit Channel Sales Managers and their teams.

### Main activities

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various Sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training Channel Sales Managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

### Key skills

- Knowledge of the product and the market.
- Strong interpersonal abilities and proven skills in leading Sales teams.
- Excellent negotiation and motivational skills.

### Internal contacts

Chief Financial Officer, Product Managers, Branch Managers.

### External contacts

Dealers and Distributors, Government Officials, Advertising Agencies, Key Accounts, Public Relations firms.

### Typical experience

Tertiary qualifications, with a minimum of 10 years sales experience, a good proportion of this in channel sales.

### Other comments

Alternative Title: National Sales Manager (Third Parties).

## Position Description

---

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

---

### Responsible for

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

### Report to

Corporate Customer Service/Support Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Major customers and prospects, Distributors and Sub-contractors.

### Typical experience

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

### Other comments

## Position Description

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**Position title:** Corporate Professional Services Manager  
**Position code:** 22030  
**Level:** 7

---

### Responsible for

Managing and developing Business Consulting at a corporate level.

### Report to

General Manager or Chief Executive Officer.

### Supervises

A team of Industry Managers and Consultants.

### Main activities

- Formulating corporate policies and strategies to optimise consulting performance and customer satisfaction.
- Negotiating major contracts with both customers and Sub-contractors.
- Allocating human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for the department.
- Recruiting at professional services management levels and senior personnel.

### Key skills

- Strong management background particularly in technical, human resource and financial disciplines.

### Internal contacts

Corporate Sales and Marketing management, Support and R and D departments.

### External contacts

Major customers and contract organisations.

### Typical experience

Tertiary qualifications in a technical discipline with at least 10 years of management experience at a senior level, in addition to extensive experience in area of expertise - typically over 20 years of experience in all.

### Other comments

A high profile role, probably requiring regular presentations to significant industry groups impacting on national policy. The top position in the Consulting/Professional Services area in the organisation. Alternative Title: Consulting Director/Partner.

## Position Description

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**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 - 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

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**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

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**Position title:** Chief Data Officer  
**Position code:** 32900  
**Level:** 7

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### Responsible for

Drives the strategic direction for the data capabilities and team, is responsible for brand and reputation development and contributes to the organisation data strategy, leveraging analytics and information to enhance customer experience.

### Report to

Chief Executive Officer/Managing Director

### Supervises

Data and Analytical teams.

### Main activities

- Establishes and maintains strong relationships with a broad set of senior business and technology stakeholders and works with them to define and solve business problems using advanced analytic techniques (ideation through implementation).
- Works with architecture and development teams to build world leading analytics and decisioning platforms and tools, recognises trends and implications to the organisation and industry in the short and longer term.
- Develops and strengthens a large team of data professionals covering a range of disciplines including data science, machine learning, data engineering, data modelling, business intelligence, visualisation, and business data/process analysis to develop strategic capability, talent & IP.

### Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

### Internal contacts

Data and analytics community across the organisation, Business user groups

### External contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

### Typical experience

10+ years experience in applied technology and analytics with a Masters and/or PhD in any field with a quantitative focus.

### Other comments

**Position Description**

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**Position title:** Group Leader - Cellular Design & Performance Group  
**Position code:** 28115  
**Level:** 5

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**Responsible for**

Supervising RF design work associated with the network. Developing guidelines for the Network operation with the Engineering and Marketing Departments. Managing the existing cellular network to ensure performance within key performance indicators.

**Report to**

Research and Development Manager/Technical Director.

**Supervises**

Leads staff within a team and creates an effective team environment.

**Main activities**

- Working with Marketing and Engineering to develop a plan for network growth which meets the company's business requirements. Communicating plans to Design staff and ensuring that network development follows the plan.
- Supervising subordinate staff and establishing a performance and development plan for each.
- Ensuring that all activities in area of control comply with the required performance standards.
- Planning and managing special projects as required, including new technology evaluation tools, development practices and procedures.

**Key skills**

- Excellent appreciation of one or more of the following:
  - Radio propagation theory and modelling;
  - Antenna design and implementation principles;
  - Cellular Network planning principles;
  - Traffic theory;
  - Mobile Network Systems.
- Proven supervisory ability and effective oral communication skills.
- Excellent computer skills.

**Internal contacts**

Engineering and Marketing staff.

**External contacts**

Suppliers.

**Typical experience**

Degree in Electronic or Communications Engineering, with at least 5 or more years experience in a field related to Radio Propagation or RF equipment.

**Other comments**

**Position Description**

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**Position title:** Technical Specialist - Cellular Design & Performance Group  
**Position code:** 28120  
**Level:** 4

---

**Responsible for**

Performing RF design work associated with the carrier network. Providing technical support and expertise to other team members. Managing the existing cellular network to ensure performance within key performance indicators.

**Report to**

Group Leader - Cellular Design and Performance Group.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Using computer models or field tests, and comparing candidates for suitability taking into account performance of the overall and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters.
- Managing the integration of new sites into the network.
- Overseeing the work of Design staff - providing technical support and expertise.
- Monitoring and managing the performance of all or part of the network, performing reconfiguration work as required. Planning and executing large scale network changes.
- Managing the network frequency plan.
- Managing network capacity, to ensure customer requirements are met for up to 6 months.
- Introducing relevant new technologies.
- Keeping the Group Leader informed on all design and performance issues.
- Planning and managing special projects as required, including new technology evaluation tools, development practices and procedures.

**Key skills**

- Excellent appreciation of one or more of the following:
  - Radio propagation theory and modelling;
  - Antenna design and implementation principles;
  - Cellular Network planning principles;
  - Traffic theory;
  - Mobile Network systems.
- Effective oral communication skills.
- Excellent computer skills.

**Internal contacts**

Engineering and Marketing staff.

**External contacts**

Suppliers.

**Typical experience**

8-10 years of experience in a field related to radio propagation or RF equipment, coupled with tertiary qualifications in Electronic or Communications Engineering.

**Other comments**

**Position Description**

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**Position title:** Senior Cellular RF Design/Performance Engineer  
**Position code:** 28125  
**Level:** 3

---

**Responsible for**

Performing RF design work associated with the carrier network within technical and business guidelines. Assisting in managing the existing cellular network to ensure performance within key performance indicators.

**Report to**

Group Leader - Cellular Design and Performance Group.

**Supervises**

First level supervision.

**Main activities**

- Identifying candidate sites for development into the base station infrastructure and working within the planned overall network and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters under supervision.
- Managing the integration of new sites into the operational network.
- Monitoring and managing the performance of all or part of the network, and performing reconfiguration work as required.
- Planning and executing large scale network changes.
- Keeping the Team Leader informed on all design and performance issues within relevant responsibility guidelines.
- Completing special projects as required, including new technology evaluation tools, development practices and procedures.

**Key skills**

- Good appreciation of one or more of the following:
  - Radio propagation theory and modelling;
  - Antenna design and implementation principles;
  - Cellular Network planning principles;
  - Traffic theory;
  - Mobile Network Systems.
- Ability to work closely within a team.
- Effective oral communication skills.
- Excellent computer skills.

**Internal contacts**

Engineering and Marketing staff.

**External contacts**

Suppliers.

**Typical experience**

At least 3-5 years experience in a field related to radio propagation, RF equipment or equivalent service, coupled with tertiary qualifications in Electronic or Communications Engineering.

**Other comments**

**Position Description**

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**Position title:** Cellular Network Engineer  
**Position code:** 28130  
**Level:** 2

---

**Responsible for**

Performing RF design work associated with the carrier network within technical and business guidelines. Assisting in managing the cellular network.

**Report to**

Group Leader - Cellular Design and Performance Group.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Identifying candidate sites for development into the base station infrastructure.
- Using computer models or field tests and comparing candidates for suitability, taking into account performance of the overall network and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters under supervision.
- Assisting with special projects as required including new technology evaluation, tools development, practices and procedural documentation.
- Investigating and testing parts as directed and suggesting network modifications.
- Performing drive testing and providing support for Customer Service groups.

**Key skills**

- Appreciation of one or more of the following:
  - Radio propagation theory and modelling;
  - Antenna design and implementation principles;
  - Cellular Network theory;
  - Traffic theory.
- Ability to work closely within a team.
- Effective oral communication skills.
- Excellent computer skills.

**Internal contacts**

Customer Support staff.

**External contacts**

Suppliers.

**Typical experience**

Degree in Electronic or Communications Engineering or equivalent experience.

**Other comments**

During the initial orientation period the Graduate operates under direct supervision and exercises little autonomy, but as he/she gains experience and progresses over time, limited autonomy is allowed under general supervision.

**Position Description**

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**Position title:** Field Technical Services Manager  
**Position code:** 28065  
**Level:** 5

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**Responsible for**

Controlling Field Technical Support and Post Sales Technical Support activities during project installations within a large region to achieve customer service and expense control objectives.

**Report to**

Technical Support Engineering Manager.

**Supervises**

A team of Customer Support and Technical Support Engineers.

**Main activities**

- Coordinating and supervising the operation of regional Field Technical Support services and Project Installation services.
- Providing Technical Support in feasibility studies and equipment demonstrations.
- Preparing field service and inventory budgets and projections.
- Monitoring customer difficulties and warranty claims and reporting problems.
- Recruiting, managing and training Customer Service Engineers and monitoring contractor staff in order to meet the human resources requirements of all projects.
- Planning, developing, implementing, monitoring, evaluating, and enhancing Field Technical Support policies and procedures.

**Key skills**

- Strong technical background, detailed product knowledge and client focus.
- Project management skills.
- Ability to analyse and solve complex technical problems.
- Leadership capabilities, coupled with excellent communication and negotiation skills.
- Ability to listen to client needs/problems and translate them into Technical solutions.

**Internal contacts**

Management, Sales and Marketing staff, Operations staff and Logistics Managers.

**External contacts**

Customers at all levels, Distributors, Parts Suppliers, and Contractors.

**Typical experience**

Typically at least 5 years of experience in Customer Service and Technical Support, coupled with relevant tertiary qualifications.

**Other comments**

Alternative Title: Branch Field Engineering Manager.

## Position Description

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**Position title:** Team Leader Customer Service Engineer/Technician  
**Position code:** 28070  
**Level:** 4

---

### Responsible for

Planning, organising and controlling the human and material resources required for providing timely and quality service of telecommunications equipment at client sites and acting as the organisation's most senior Customer Service Engineer/Technician ensuring the rectification of all faults.

### Report to

Field Technical Service Manager.

### Supervises

Customer Service Engineers/Technicians.

### Main activities

- Assuming overall responsibility for the service and maintenance of telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to installation or development staff.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Controlling and maintaining test equipment for service support.
- Maintaining branch system support for facilities for case testing and training.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.
- Developing and promoting technical skills of Customer Service Engineers/Technicians.

### Key skills

- Complete knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS<C.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Leadership skills and mentoring capability.
- Complex problem solving skills.
- Driver's License.

### Internal contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

### External contacts

Customers and Contractors.

### Typical experience

At least 8 years of experience, including 2 years of supervisory experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

### Other comments



## Position Description

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**Position title:** Senior Customer Service Engineer/Technician  
**Position code:** 28075  
**Level:** 4

---

### Responsible for

Achieving customer satisfaction by providing quality and timely service of Telecommunications equipment at client sites and performing third level Technical Support to ensure the rectification of all faults.

### Report to

Team Leader Customer Service Engineer/Technician.

### Supervises

No formal supervisory responsibility, but may mentor more junior Customer Service Engineers/Technicians.

### Main activities

- Servicing and maintaining telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to the Team Leader Customer Service Engineers/Technicians.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Maintaining test equipment for service support.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.

### Key skills

- Detailed knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS<C.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Complex problem solving skills.
- Driver's License.

### Internal contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

### External contacts

Customers and Contractors.

### Typical experience

At least 6 years of experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

### Other comments

## Position Description

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**Position title:** Customer Service Engineer/ Technician  
**Position code:** 28080  
**Level:** 3

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### Responsible for

Achieving customer satisfaction by providing quality and timely service of Telecommunications equipment at client sites and performing third level Technical Support to ensure the rectification of all faults.

### Report to

Team Leader Customer Service Engineer/Technician.

### Supervises

No formal supervisory responsibility, but may mentor more junior Customer Service Engineers/Technicians.

### Main activities

- Servicing and maintaining telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to the Team Leader Customer Service Engineers/Technicians.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Maintaining test equipment for service support.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.

### Key skills

- Detailed knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS<C.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Complex problem solving skills.
- Driver's License.

### Internal contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

### External contacts

Customers and Contractors.

### Typical experience

At least 6 years of experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

### Other comments

## Position Description

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**Position title:** Network Management / NOC Team Leader  
**Position code:** 28085  
**Level:** 4

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### Responsible for

Leading a team of Engineers in providing pro-active support of the network, including real-time surveillance, monitoring, analysis, activation and fault management. Taking immediate corrective action where required.

### Report to

Network Configuration Performance Manager.

### Supervises

A team of Engineers - Network Management Systems.

### Main activities

- Monitoring, analysing and managing the performance of specified networks and/or services, ensuring the restoration of faults within agreed time frames and quality standards, and monitoring fault management targets.
- Assisting in the development and implementation of standards and procedures for network operations and processes for vendor support to ensure timely resolution of failed systems. Coordinating changes and outages to the network, ensuring they are implemented in a controlled manner.
- Upgrading paths of Network Management Systems, hardware and software, and forecasting guidance and expertise for maintenance and administration of systems.
- Ensuring system availability to end-users and activating traffic management functions to minimise the impact of network faults, equipment outages and congestion.
- Implementing procedures to measure and track the performance quality of the real time network.
- Leading and performing tests for the implementation of new services, programming for the rearrangement and integration of new network elements and performing integration testing and alarm verification in cooperation with other groups to ensure the smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools and liaising with other Carrier's Fault Management Centres and other technical groups within the organisation regarding real time, long term faults and ongoing improvements and enhancements to Network Management Systems.

### Key skills

- Specialist technical knowledge of relevant Network Management Systems and leadership skills.
- Ability to transform customer requirements into a technical solution and work according to deadlines.
- Analytical and problem solving ability, coupled with excellent communication skills and a strong customer focus.

### Internal contacts

Network Management Staff, Technical Field Staff, Senior Management, other Technical Staff.

### External contacts

Clients, Contractors, Vendors, Other Carriers.

### Typical experience

3-4 years of technical experience and at least 2 years of supervisory experience, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Network Management / NOC Engineer  
**Position code:** 28090  
**Level:** 3

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### Responsible for

Being proactive in administration, analysis, development and maintenance of the network performance systems.

### Report to

Team Leader.

### Supervises

Some supervision of Graduates and Intermediate Engineers.

### Main activities

- Holding responsibility for upgrade paths of the network performance systems, hardware and software.
- Forecasting guidance and expertise for maintenance and administration of systems.
- Ensuring system availability to end-users.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools.

### Key skills

- Thorough technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Good written and verbal communication skills.
- Strong customer focus.
- Time management.

### Internal contacts

Engineering team, Technical Support, Users.

### External contacts

Clients.

### Typical experience

At least 4-5 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

### Other comments

## Position Description

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**Position title:** Network Management / NOC Engineer  
**Position code:** 28095  
**Level:** 2

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### Responsible for

Administering, analysing, developing and maintaining the network performance systems.

### Report to

Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Holding responsibility for the maintenance and administration of the systems.
- Monitoring, tuning and trend analysis of the systems/network performance.
- Assisting in the processes of network planning and development.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools.

### Key skills

- Thorough technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Good written and verbal communication skills.
- Strong customer focus.
- Good time management ability.

### Internal contacts

Engineering team, Technical Support, Users.

### External contacts

Clients.

### Typical experience

At least 1-3 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

### Other comments

**Position Description**

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<b>Position title:</b>	<b>Intermediate Network Management / NOC Engineer</b>
<b>Position code:</b>	<b>28100</b>
<b>Level:</b>	<b>2</b>

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**Responsible for**

Administering, analysing, developing and maintaining the network performance systems.

**Report to**

Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Being responsible for the maintenance and administration of systems as assigned but under guidance.
- Ensuring system availability to end-users.
- Contributing to recommendations on upgrade paths of the network performance systems, hardware and software.
- Monitoring, tuning and performing trend analysis of the systems/network performance.
- Contributing to the processes of network planning and development.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.

**Key skills**

- Good technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Strong customer focus.
- Good time management skills.

**Internal contacts**

Engineering team, Technical Support staff, Users.

**External contacts**

Clients.

**Typical experience**

Tertiary qualifications or equivalent with 1 year of experience in the Telecommunications industry.

**Other comments**

## Position Description

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**Position title:** Network Management / NOC Coordinator  
**Position code:** 28105  
**Level:** 2

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### Responsible for

Managing orders processing and network databases to ensure that all new orders and existing records are accurately entered and maintained for the purposes of optimising the Network routing and revenue.

### Report to

Network Configuration Performance Manager, Team Leader - Network Management Systems.

### Supervises

No supervisory responsibilities.

### Main activities

- Managing network orders to optimise the network routing and revenue.
- Entering new orders and maintaining existing customer records in the network databases according to information typically provided by Provisioning Officers within the organisation.
- Liaising with the organisation's Orders Coordinators in the process of orders clarification.
- Managing orders registration database as well as orders archiving.
- Providing technical support for orders receiving, distribution and registering.
- Maintaining the network topologies.

### Key skills

- In-depth knowledge of the organisations ordering system.
- Good working knowledge of databases and spreadsheet applications.
- Understanding of the organisation's network architectures.

### Internal contacts

Regional Customer Services, Field Operations, Marketing.

### External contacts

Customers at an operational level and Equipment Suppliers.

### Typical experience

1-2 years of experience, either in a Clerical role or a Database Management role, coupled with qualifications including CPS and CFRS data services, OMNI ordering system, Access Database training or equivalent.

### Other comments

In smaller organisations, the responsibilities in this role will typically be performed by the Engineer - Network Management Systems. In larger organisations, this role will typically be an entry level position for progression towards Network Performance Engineer or Engineer - Network Management Systems.

**Position Description**

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**Position title:** Provisioning Officer/Provisioning Engineer  
**Position code:** 28110  
**Level:** 3

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**Responsible for**

Preparing network reports and performing associated traffic and fault analysis. Reporting, analysing and optimising networks and platforms.

**Report to**

Network Configuration Performance Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Producing performance reports and performance recommendations based on information and statistics taken from the network elements.
- Pro-actively monitoring network performance data and traffic reports, highlighting potential problems and recommending solutions.
- Performing chronic network and customer fault analysis.
- Obtaining, monitoring and validating customer access performance and call statistics.
- Producing and managing reports outlining the quality and service levels of network corrective actions.
- Monitoring network growth requirements and highlighting capacity problems.
- Producing weekly, monthly and yearly reports using standard analytical techniques.
- Managing key measures and target values in the network performance monitoring process.
- Developing customised procedures and tools for performance monitoring.

**Key skills**

- Technical knowledge of relevant Networking Systems.
- Good working knowledge of Databases and UNIX basic commands and editors or equivalent.
- Understanding of the organisation's network architectures.
- Analytical and problem solving ability.
- Excellent communication skills.

**Internal contacts**

Regional Customer Services, Field Operations, Marketing, Network Management Systems Engineers.

**External contacts**

Customers at operational level and Equipment Suppliers.

**Typical experience**

At least 2-3 years of relevant experience as a Network Administrator, with a strong technical background. May have relevant tertiary qualifications.

**Other comments**

This role is unique from the Engineers - Network Management Systems. It is independent in so far as it often analyses network reports, traffic performance and fault analysis after the event and does not make immediate responses to network faults and traffic congestion.



## Position Description

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**Position title:** Engineering Manager/Chief Design Engineer  
**Position code:** 28005  
**Level:** 5

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### Responsible for

Managing a group of Technical Engineers engaged in the design, building and testing of specialist telecommunications equipment. Controlling the progress and quality of Software or Hardware development projects.

### Report to

Research and Development Manager/Chief Design Engineer.

### Supervises

Industrial Engineers, Project Leaders/Managers.

### Main activities

- Controlling project schedules so that systems design or development projects are completed and tested on time and to required quality standards.
- Establishing the quality standards of the systems development and ensuring adherence across teams.
- Managing the design, building and testing of equipment for the manufacturing of telecommunication products.
- Managing the installation of the equipment.
- Negotiating the supply of equipment, where necessary.
- Monitoring the industry for new manufacturing processes and equipment.
- Preparing and managing budgets associated with the new manufacturing processes.

### Key skills

- Above average electronic engineering skills.
- Skills in management of product engineering, documentation and configuration control.
- Strong engineering design ability.
- Project management, financial management, planning and organising skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry and market.

### Internal contacts

Sales, Marketing, Finance, Human Resources and MIT departments.

### External contacts

Major customers, Suppliers.

### Typical experience

At least 8-10 years of experience, preferably in Software Development, in a R and D environment with at least 4 years in Project Management. Tertiary level qualifications.

### Other comments

An expert in focusing leading edge research to produce well designed innovative and fully affordable software packages, or "leading edge" hardware design, through effective forward "visionary" coordination and control.

## Position Description

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**Position title:** Project Manager - Network Development  
**Position code:** 28010  
**Level:** 4

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### Responsible for

Controlling the quality and progress of network development/maintenance projects. Could either be responsible for one major project or a number of smaller ones.

### Report to

Engineering Manager/Chief Design Engineer

### Supervises

Design Engineers, Network Engineers.

### Main activities

- Supervising team(s) of Development Specialists usually between 5 - 10 staff.
- Managing new development projects.
- Supporting of existing products.
- Controlling project schedules and quality standards.
- Delivering programs on time, meeting user requirements and in a manner easily modified and maintained.
- Liaising with customers and reporting project costs and progress to management.
- Suggesting and evaluating packaged applications software/hardware and development tools.
- Coordinating the duties of development teams.

### Key skills

- Should be an effective people leader, and must have good skills in User liaison and in controlling the planning and implementation of large applications development projects.

### Internal contacts

Manufacturing, Purchasing, Sales.

### External contacts

Major customers, Suppliers, Contractors.

### Typical experience

At least 7 years of experience in software/hardware development, with 3-4 years in Systems Design and project supervision.

### Other comments

## Position Description

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**Position title:** Team Leader - Network Development  
**Position code:** 28015  
**Level:** 4

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### Responsible for

Proactively planning and forecasting new and existing network elements. Planning, organising and monitoring the output of the team.

### Report to

Manager, Network Development.

### Supervises

Typically a team of 4-10 staff.

### Main activities

- Providing guidance and producing detailed network plans and design specifications for new, and expanding existing network elements.
- Managing network changes through to a quality outcome.
- Providing quality reports and management for management and clients.
- Maintaining the delivery timeframes of engineering documents to all customers- internal and external.
- Approving recommendations on new hardware and software products/features.
- Ensuring smooth integration of designs.
- Conducting staff performance reviews and recruiting new staff.
- Ensuring the team's training and individual's development needs are met.
- Developing and monitoring budgets.

### Key skills

- Good analytical and problem solving skills.
- Thorough technical and verbal communication skills.
- Strong customer focus.
- Team leadership skills.

### Internal contacts

Engineering team, Technical support, Users.

### External contacts

Clients.

### Typical experience

Minimum 4-5 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

### Other comments

## Position Description

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**Position title:** Senior Engineer - Network Development  
**Position code:** 28020  
**Level:** 3

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### Responsible for

Proactively planning, forecasting and designing new network elements for integration into the network and optimising existing network elements.

### Report to

Team Leader.

### Supervises

Some supervision of Graduates and Intermediate Engineers.

### Main activities

- Providing guidance and producing detailed network plans and design specifications for developing and expanding existing network elements as assigned.
- Managing network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks and writing reports for colleagues and management.
- Maintaining the delivery timeframes of engineering documents to all customers - internal and external.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of designs.
- Managing testing and approving recommendations on new hardware and software products/features.

### Key skills

- Good analytical problem solving skills.
- Thorough technical knowledge of network elements.
- Good written and oral communication skills.
- Strong customer focus.
- Time management skills

### Internal contacts

Engineering team, Technical Support, Users.

### External contacts

Clients.

### Typical experience

At least 4-5 years experience in the Telecommunications industry.

### Other comments

## Position Description

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**Position title:** Engineer - Network Development  
**Position code:** 28025  
**Level:** 2

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### Responsible for

Planning and designing new network elements for integration into the network and optimising existing network elements.

### Report to

Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Producing detailed network plans and design specifications for developing and expanding existing network elements as assigned.
- Managing limited network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks and writing reports for colleagues and management.
- Maintaining the delivery timeframes of engineering documents to all customers - internal and external.
- Ensuring smooth integration of designs.
- Testing and making recommendations on new hardware and software products/features.

### Key skills

- Good analytical skills.
- Thorough technical knowledge of network elements.
- Good written and oral communication skills.
- A strong customer focus.

### Internal contacts

Engineering Team, Technical Support, Users.

### External contacts

Clients.

### Typical experience

At least 1-3 years experience in the Telecommunications industry. Tertiary qualifications or equivalent.

### Other comments