

**JOB FAMILIES**

[SENIOR EXECUTIVE](#)

[SENIOR MANAGEMENT](#)

[SENIOR EXECUTIVE](#)

[SENIOR MANAGEMENT](#)

[APPLICATIONS SERVICES](#)

[INFRASTRUCTURE](#)

[IT SUPPORT](#)

[PROFESSIONAL SERVICES](#)

[OTHER SPECIALISTS](#)

**JOB SECTION: SENIOR EXECUTIVE**

31003

[IT General Manager \(Business Unit/Region\)](#)

## POSITION DESCRIPTION

---

**Position Title:** IT General Manager (Business Unit/Region)  
**Position Code:** 31003  
**Career Level:** 6

---

### Responsible for

Ensuring the effective and efficient operational delivery of technology services to a division/business unit of the organisation or to a defined geographic area.

### Reports To

Chief Information Officer.

### Supervises

Project Managers, IT employees within the defined division/business unit or region.

### Main Activities

- Implementing a technology capability and framework that will support the efficient and flexible delivery of technology services to the business unit/division or regional area.
- Providing input as part of the IT Management team in formulating and fine-tuning the organisation's overall IT strategy - accepting direction from CIO.
- Developing and implementing operational IT plans within the division/region that execute the organisation's overall IT strategy.
- Ensuring the implementation of IT Strategy remains in alignment with other divisions/regions and in accordance with best practice for quality, project and change management.
- Assuring the provision of all IT services to the division/region and moving continually towards best practice with respect to cost, quality and service.
- Developing, deploying and managing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- Maintaining management responsibility for all IT employees within the division/region, maximising their job satisfaction and monitoring performance and learning and development requirements.
- Ensuring IT projects affecting the division/region are delivered to time, cost and progress is tracked, communicated and escalated as necessary.
- Managing the division/region's IT budget and reporting variances to CIO/Senior Management.
- Introducing and maintaining professional disciplines, structures, accountabilities, standards and procedures

### Key Skills

- A commercial mindset with experience implementing IT strategies.
- Financial management accountability and skills to manage a significant IT budget.
- Strong management skills in the areas of leadership, supplier relations, planning & consultancy, development, delivery & support, business management.
- Strong project management skills.
- Experience managing a diverse range of infrastructure environments.
- A solid understanding of applications with demonstrated experience integrating core business systems.
- An excellent understanding of the business requirements/IT deliverables demanded by the division/region.
- Excellent communication skills, both written and verbal.

### Internal Contacts

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

### External Contacts

IT Contractors, Suppliers, Vendors.

### Typical Experience

At least 10 years of experience in Information Technology coupled with relevant tertiary qualification. Typically has extensive management experience coupled with 'hands-on' IT experience.

### Other Comments

This role is primarily focused on operational delivery with some input to overall IT strategy. This position manages all facets of IT for a division or region of the organisation. (Different organisations will allocate management according to either functional or geographic divisions). May be viewed as the 2IC to the CIO.

---



**JOB SECTION: SENIOR MANAGEMENT**

18013 [General Manager - IT Outsourcing](#)

31020 [Principal IT Architect \(Guru\)](#)

## POSITION DESCRIPTION

---

**Position Title:** General Manager - IT Outsourcing  
**Position Code:** 18013  
**Career Level:** 6

---

### Responsible for

Developing and implementing of sourcing strategies for all IT sourcing requirements across the organisation including current/potential outsourcing activities.

### Reports To

Chief Information Officer.

### Supervises

Commercial Managers, Supplier Managers, Relationship Managers.

### Main Activities

- Acting as the custodian of third party relationships with direct responsibility for commercial, contractual, legal and financial aspects;
- Identifying new organisations and product offerings as potential outsource providers for the organisation.
- Building relationships with the view to create strategic partnerships that are mutually beneficial.
- Participating in short and long term planning, conducting risk management assessments and making independent decisions concerning procedures based on an understanding of the organisation's dynamics.
- Identifying, developing and implementing new business ideas to improve operational effectiveness and maintain a competitive edge in light of market trends and developments.
- Providing leadership and direction to employees ensuring the most efficient use of their skills and abilities.
- Identifying and developing the skills of employees, including the provision of training, regular feedback, motivation as well as rewards and recognition.

### Key Skills

- Astute in the management and operation of suppliers/supply chains with proven ability to assess the capability of suppliers, their improvement plans and commercial proposals.
- Leadership quality, ability to maintain professional relationships with service providers, while negotiating best terms for the organisation's business units.
- Advanced negotiation skills and ability to represent the company and successfully deal with sensitive commercial negotiations.
- Familiar with IT technical environment. Understanding of infrastructure e.g. LAN/WAN, Desktop, Server and mainframe environments.
- Ability to understand outsourcing contracts and seek timely advice on technical and operational perspective from both internal and external sources to ensure the most favourable commercial outcome.
- Project and contract management skills.
- Ability to coach and mentor others.

### Internal Contacts

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

### External Contacts

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

### Typical Experience

At least 12 - 15 years relevant experience, incorporating practical experience in commercial management with specific emphasis on IT Services and/or outsourcing. Will hold tertiary qualifications in Business, Law, Finance, IT or a related discipline.

---

## POSITION DESCRIPTION

---

**Position Title:** Principal IT Architect (Guru)  
**Position Code:** 31020  
**Career Level:** 5

---

### 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.

### Reports 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.

---

**JOB SECTION: APPLICATIONS SERVICES****Java/J2EE:**32005 [Java/J2EE Senior Analyst Programmer](#)32010 [Java/J2EE Analyst Programmer](#)32015 [Java/J2EE Programmer](#)**SAP:**32020 [SAP Project Manager](#)32025 [SAP Business Analyst](#)32030 [SAP Analyst Programmer](#)32035 [SAP Programmer](#)**e-Business:**32120 [e-Business Project Manager](#)32125 [e-Business Architect](#)32130 [e-Business Programmer](#)32135 [e-Business Consultant](#)**Technical Writing:**32040 [Senior Technical Writer](#)32045 [Technical Writer](#)**Datawarehousing/Business Intelligence:**32050 [Database/Datawarehousing/BI Manager](#)32055 [Senior Datawarehousing/BI Consultant](#)32060 [Datawarehousing/BI Consultant](#)32065 [Data Analyst](#)**Geographic Information Systems:**32070 [GIS/EIS Manager](#)32075 [Technical Specialist - Geospatial](#)32080 [Senior GIS Analyst](#)32085 [GIS Analyst](#)32090 [Senior GIS Database Analyst](#)32095 [GIS Database Analyst](#)**Database Administration:**32100 [Database Manager](#)32105 [Senior Database Administrator](#)32110 [Database Administrator](#)32115 [Trainee Database Administrator](#)

## POSITION DESCRIPTION

---

**Position Title:** Java/J2EE Senior Analyst Programmer  
**Position Code:** 32005  
**Career Level:** 4

---

### Responsible for

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

### Reports To

Project Manager.

### Supervises

May mentor Java/J2EE Analyst Programmers.

### 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 Analyst Programmer  
**Position Code:** 32010  
**Career Level:** 3

---

**Responsible for**  
Designing, developing and maintaining J2EE applications.

**Reports To**  
Project Team Leader, Senior Analyst Programmer.

**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 Programmer  
**Position Code:** 32015  
**Career 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.

### Reports To

Project Manager, Senior Analyst Programmer.

### 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:** SAP Project Manager  
**Position Code:** 32020  
**Career Level:** 5

---

### Responsible for

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

### Reports To

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

### Supervises

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

### Main Activities

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

### Key Skills

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

### Internal Contacts

Financial Controller, User groups, Business Unit Management.

### External Contacts

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

### Typical Experience

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

### Other Comments

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

---

## POSITION DESCRIPTION

---

**Position Title:** SAP Business Analyst  
**Position Code:** 32025  
**Career Level:** 3

---

### Responsible for

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

### Reports To

SAP Project Manager.

### Supervises

No supervisory responsibilities.

### Main Activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

### Key Skills

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

Alternative Title: SAP Functional Consultant.

---

## POSITION DESCRIPTION

---

**Position Title:** SAP Analyst Programmer  
**Position Code:** 32030  
**Career Level:** 3

---

**Responsible for**  
Developing and maintaining SAP applications software.

**Reports To**  
SAP Project Manager.

**Supervises**  
No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

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

### Typical Experience

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

### Other Comments

Alternative Title: SAP Configurer/Developer.

---

## POSITION DESCRIPTION

---

Position Title: SAP Programmer  
Position Code: 32035  
Career Level: 2

---

Responsible for  
Converting SAP applications specifications into operable programs.

Reports To  
SAP Project Manager.

Supervises  
No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

Hardware and Software Suppliers, external Software Specialists and Consultants

### Typical Experience

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

---

## POSITION DESCRIPTION

---

**Position Title:** e-Business Project Manager  
**Position Code:** 32120  
**Career Level:** 4

---

### Responsible for

Ensuring the on-time, on-budget delivery of an e-Business Solution. Aligning the company or client's web presence with its business strategy.

### Reports To

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

### Supervises

e-Business Programmers, Architects, Content Authors and Graphic Designers.

### Main Activities

- Gathering with department heads/clients to determine the content to be made available over the web, and how this fits into the corporate strategy.
- Creating proposal documents and electronic proof of concepts to win over clients, be they internal or external.
- Managing the development, implementation and continuous evolution of the e-Business solution, and monitoring various technical issues relating to security, continuity of operation and data integrity.
- Investigating new products and technologies and making appropriate hardware/software/telecommunications choices.

### Key Skills

- Ability to calculate and articulate ROI, benefits and challenges associated with the e-Business project.
- Strong Project Management skills.
- Strong technical background, with a history of successful installations in the relevant e-Business or related technologies.
- Ability to articulate and manage representatives from multiple functions (e.g. Sales, Marketing, Operations, Technology, Customer Support) within the scope of the project.
- Team building and pragmatic problem solving skills.
- Considerable knowledge of relevant technologies, including databases, Internet systems software, object based systems, OO programming and Internet security.

### Internal Contacts

Marketing and Sales Management, Systems and Software Development, Business Managers.

### External Contacts

Suppliers, Content Providers, External Consultancies, Customers.

### Typical Experience

Relevant tertiary qualifications. Total experience typically in excess of 10 years, including several years in Project Leadership, Systems Development and design. Will have successful exposure to projects involving distributed computing, the Internet and financial transactions.

### Other Comments

The e-Business solution may vary from tracking parcels to buying shares to simplifying procurement processes - the underlying link being the use of information technology and the Internet to revolutionise business processes and customer relationships. In very large projects (Over \$2 - 3 million), this position will report to a Senior Project Manager.

---

## POSITION DESCRIPTION

---

**Position Title:** e-Business Architect  
**Position Code:** 32125  
**Career Level:** 4

---

**Responsible for**  
Analysing and specifying e-Business applications systems requirements through consultation with both the client and the Development team.

**Reports To**  
e-Business Project Manager.

**Supervises**  
May mentor e-Business Developers.

### Main Activities

- Building the technical framework for creating e-Business applications by translating client needs into specific systems, applications and/or process designs.
- Defining and designing framework, as well as participating in its implementation on a troubleshooting and problem solving basis.
- Writing out requirements, functional specifications and technical specifications.
- Advising Management of core e-Business and web technologies, infrastructure and strategy.
- Coding server side modules of applications may be required in smaller projects or where highly specialised knowledge is necessary.

### Key Skills

- Knowledge of relevant programming language(s), typically under an OO methodology such as Java, C++, VB, and related middleware tools such as ORBix, CORBA and COM.
- Expertise in database back-ends such as MS SQL, Oracle, Informix or DB2.
- Specialist knowledge of a midrange network operating system such as UNIX, Windows NT or OS/400, as well as the relevant Internet system software (Cold Fusion, IIS etc).
- Industry specific knowledge may be required e.g. Banking, Retail, Manufacturing or Distribution.
- Strong grasp of specific architectural issues for developing e-Business applications.
- Strong interpersonal skills.
- Knowledge of the lifecycle of at least one structural design methodology.
- Project planning and specification skills, together with problem solving and analytical abilities.

### Internal Contacts

Applications Development Team for other Systems, Systems Analysts, Network Managers, Internal Clients.

### External Contacts

External Consultants, Third level Helpdesk.

### Typical Experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. At least 5 years of experience is typically required, including 3 or more years in Systems Development. Participation in at least one major e-Business initiative is essential.

### Other Comments

Expertise in the relevant technologies and strong analysis/architecture skills are the key competencies for this role.

---

## POSITION DESCRIPTION

---

**Position Title:** e-Business Programmer  
**Position Code:** 32130  
**Career Level:** 3

---

**Responsible for**  
Developing, coding and maintaining e-Business applications software and systems.

**Reports To**  
e-Business Project Manager.

**Supervises**  
No supervisory responsibilities.

### Main Activities

- Working under the guidance of the e-Business Project Manager and within the technical structure developed by the e-Business Architect.
- Programming front-end access of compiling database to present information required e.g.. HTML end result and dynamic content pages.
- Writing scripts which integrate back-end database and front-end UI. This back-end database will often include legacy data sources and applications.
- Programming for inward data input and interpretation, e.g.. validation of credit card numbers, inventory checks.
- Integrating web security, encrypting technologies and shopping cart solutions into the main application.

### Key Skills

- Knowledge of relevant programming language(s), typically under an OO methodology such as Java, C++, VB, and related middleware tools such as ORBix, CORBA and COM.
- Expertise in database back-ends such as MS SQL, Oracle, Informix or DB2.
- Specialist knowledge of a midrange network operating system such as UNIX, Windows NT or OS/400, as well as the relevant Internet system software (Cold Fusion, IIS etc).
- Well developed programming skills in creating scalable programs which operate over a diverse networking environment.
- Industry specific knowledge may be required e.g.. Banking, Retail, Manufacturing or Distribution.

### Internal Contacts

Applications Development Team for other Systems, Database Administrators, Marketing and Product Development staff.

### External Contacts

Consultants, Second level Helpdesk.

### Typical Experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. Experience will vary, but typically requires 3 years as an Analyst Programmer and participation in at least one major e-Business initiative. Familiarity with relevant technologies and strong programming skills are the key factors.

### Other Comments

Alternative Titles: Job titles vary widely.

---

## POSITION DESCRIPTION

---

**Position Title:** e-Business Consultant  
**Position Code:** 32135  
**Career Level:** 3

---

### Responsible for

Providing e-Business advice to clients, developing systems where appropriate and assisting with overall system design and concept.

### Reports To

e-Business Project Manager.

### Supervises

No supervisory responsibilities.

### Main Activities

- Providing e-Business advice to clients.
- Completing small, short-term projects with weekly to quarterly timeframes and performing regular tasks on a weekly/monthly basis.
- Monitoring and promoting the effective use of internal IT resources to facilitate e-Business.
- Evaluating the performance of e-Business to ensure systems perform efficiently.
- Preparing course material and using it to conduct training sessions.
- Maintaining a system to keep track of client e-Business.
- Working independently with minimal supervision, and providing work direction and delegating tasks if required.

### Key Skills

- Technical knowledge of at least 2 end-user languages.
- Thorough understanding and knowledge of the principles of e-business design and concepts.
- Consultancy skills.
- Good communication and persuasion skills.
- Fundamental problem solving skills.

### Internal Contacts

Applications Development, Database Administrators, Helpdesk, IT staff.

### External Contacts

Clients, Professional Associations, Vendors of Hardware, Services & Software.

### Typical Experience

At least 4 years of experience in end-user Computing and 2 years experience in non-computing business, combined with e-Business solutions experience. Bachelor degree in Business, Science, Engineering or Economics.

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Technical Writer  
**Position Code:** 32040  
**Career Level:** 4

---

### Responsible for

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

### Reports To

Quality Manager, Software Project Manager.

### Supervises

No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

Members of project teams.

### External Contacts

Exchanging information with specialists/Users in sites.

### Typical Experience

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

---

## POSITION DESCRIPTION

---

Position Title: Technical Writer  
Position Code: 32045  
Career Level: 3

---

### Responsible for

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

### Reports To

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.

---

## POSITION DESCRIPTION

---

**Position Title:** Database/Datawarehousing/BI Manager  
**Position Code:** 32050  
**Career Level:** 5

---

### Responsible for

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

### Reports 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. Coordinati
- Assisting other Strategists develop plans that satisfy requirements for database strategy and providing technical guidance on database matters, to DBAs and other teams.
- Communicating with Vendors for technical support and developing and reviewing standards, team processes and documentation.
- Providing ongoing operability of systems using databases (backup, recovery, monitoring, tuning, fallback processes in place and working).
- Providing final level of escalation for Support, and coordinating problem resolution.

### Key Skills

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

### Internal Contacts

User Groups, Applications and Systems Groups.

### External Contacts

Vendors of Hardware and Software.

### Typical Experience

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

### Other Comments

Alternative Title: Business Intelligence Manager.

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Datawarehousing/BI Consultant  
**Position Code:** 32055  
**Career Level:** 4

---

### Responsible for

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

### Reports To

Senior Database/Datawarehousing Manager.

### Supervises

May mentor Datawarehousing Consultants.

### Main Activities

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

### Key Skills

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

### Internal Contacts

Database administration, Development Teams, Users of Business Information.

### External Contacts

Suppliers and Vendors.

### Typical Experience

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

### Other Comments

Alternative Title: Senior Business Intelligence Consultant/Analyst.

---

## POSITION DESCRIPTION

---

**Position Title:** Datawarehousing/BI Consultant  
**Position Code:** 32060  
**Career Level:** 3

---

### Responsible for

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

### Reports To

Senior Database/Datawarehousing Manager.

### Supervises

No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

User Groups.

### External Contacts

Hardware and Software Vendors.

### Typical Experience

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

### Other Comments

Alternative Title: Business Intelligence Consultant/Analyst.

---

## POSITION DESCRIPTION

---

**Position Title:** Data Analyst  
**Position Code:** 32065  
**Career Level:** 2

---

### Responsible for

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

### Reports 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.

### 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 1-3 years experience in data/information analysis, design and administration.

### Other Comments

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

---

## POSITION DESCRIPTION

---

Position Title: GIS/EIS Manager  
Position Code: 32070  
Career Level: 5

---

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

Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Technical Specialist - Geospatial  
**Position Code:** 32075  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Senior GIS Analyst  
**Position Code:** 32080  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** GIS Analyst  
**Position Code:** 32085  
**Career Level:** 3

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Senior GIS Database Administrator  
**Position Code:** 32090  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

Position Title: GIS Database Administrator  
Position Code: 32095  
Career Level: 3

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Database Manager  
**Position Code:** 32100  
**Career Level:** 5

---

### Responsible for

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

### Reports To

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

### Supervises

A team of Database Administrators.

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

Vendors of Hardware and Software.

### Typical Experience

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

### Other Comments

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

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Database Administrator  
**Position Code:** 32105  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Database Administrator  
**Position Code:** 32110  
**Career Level:** 3

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Trainee Database Administrator  
**Position Code:** 32115  
**Career Level:** 2

---

### Responsible for

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

### Reports 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.

---

**JOB SECTION: INFRASTRUCTURE****IT Operations Management:**

33005 [IT Operations Manager](#)

**Infrastructure Design/Architecture:**

33010 [Senior Infrastructure Architect](#)

33015 [Infrastructure Architect](#)

33020 [System Design Engineer](#)

**Network Engineering:**

33025 [Network Engineering Manager](#)

33030 [Senior Network Engineer](#)

33035 [Network Engineer](#)

33040 [Trainee Network Engineer](#)

**Voice Communications:**

33045 [Voice Communications Engineer](#)

33050 [Voice Communications Analyst](#)

**Unix Systems Administration:**

33055 [Senior Unix Systems Administrator](#)

33060 [Unix Systems Administrator](#)

**IT Security:**

33065 [Chief Security Officer \(CSO\)](#)

33070 [IT Security - Manager](#)

33075 [IT Security - Senior Consultant](#)

33080 [IT Security - Senior Consultant \(Architect\)](#)

33085 [IT Security - Consultant](#)

33090 [IT Security - Analyst](#)

33095 [IT Security - Administrator](#)

33100 [Disaster Recovery Specialist](#)

## POSITION DESCRIPTION

---

**Position Title:** IT Operations Manager  
**Position Code:** 33005  
**Career Level:** 6

---

### Responsible for

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

### Reports To

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

### Supervises

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

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

Suppliers/Vendors

### Typical Experience

At least 8-12 years experience in operational aspects of commercial IT infrastructure, with 2-4 years in a management capacity. May hold tertiary qualifications in Computer Science/Engineering or a related discipline.

### Other Comments

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

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Infrastructure Architect  
**Position Code:** 33010  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Infrastructure Architect  
**Position Code:** 33015  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** System Design Engineer  
**Position Code:** 33020  
**Career Level:** 4

---

### Responsible for

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

### Reports To

Manager Infrastructure Design.

### Supervises

May supervise the activities of a team.

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

Vendors, Suppliers and technical consultants.

### Typical Experience

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

---

## POSITION DESCRIPTION

---

**Position Title:** Network Engineering Manager  
**Position Code:** 33025  
**Career Level:** 5

---

### Responsible for

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

### Reports To

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

### Supervises

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

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

IT Vendors and Suppliers.

### Typical Experience

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

### Other Comments

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

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Network Engineer  
**Position Code:** 33030  
**Career Level:** 4

---

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

**Reports To**  
 Manager - Network Engineering.

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

### Main Activities

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

### Key Skills

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

**Internal Contacts**  
 User Groups, Helpdesk, Desktop Support, Systems Administrators

**External Contacts**  
 Carriers, Vendors, Consultants.

**Typical Experience**  
 5-7 years of commercial experience in IT/Network Engineering coupled with professional qualifications in Computer Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

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

---



## POSITION DESCRIPTION

---

**Position Title:** Network Engineer  
**Position Code:** 33035  
**Career Level:** 3

---

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

**Reports To**  
 Manager - Network Engineering, Project Team Leader - Infrastructure.

**Supervises**  
 No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

**Internal Contacts**  
 User Groups, Helpdesk, Desktop Support, Systems Administrators

**External Contacts**  
 Carriers, Vendors, Consultants.

**Typical Experience**  
 At least 3-5 years of commercial experience in IT/Network Engineering coupled with professional qualifications in Computer Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

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

---

## POSITION DESCRIPTION

---

**Position Title:** Trainee Network Engineer  
**Position Code:** 33040  
**Career Level:** 2

---

### Responsible for

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

### Reports To

Manager - Network Engineering, Project Team Leader - Infrastructure.

### Supervises

No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

User Groups, Helpdesk, Desktop Support, Systems Administrators

### External Contacts

Carriers, Vendors, Consultants.

### Typical Experience

At least 1-3 years of commercial IT experience, often attained in an IT Support/Helpdesk environment. This position represents a transition from an IT Support position to the Network Engineering stream. Will typically have achieved or be working towards t

### Other Comments

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

---

## POSITION DESCRIPTION

---

**Position Title:** Voice Communications Engineer  
**Position Code:** 33045  
**Career Level:** 3

---

### Responsible for

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

### Reports To

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

### Supervises

Voice Communications Analysts, PABX Administrators,

### Main Activities

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

### Key Skills

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

### Internal Contacts

Management, Communications Engineers.

### External Contacts

Suppliers, Vendors, Property Management.

### Typical Experience

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

---

## POSITION DESCRIPTION

---

**Position Title:** Voice Communications Analyst  
**Position Code:** 33050  
**Career Level:** 2

---

### Responsible for

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

### Reports To

Voice Communications Engineer.

### Supervises

No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

All phone users, IT Support.

### External Contacts

Suppliers/Vendors.

### Typical Experience

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

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Unix Systems Administrator  
**Position Code:** 33055  
**Career Level:** 4

---

**Responsible for**  
Supporting and advancing the organisation's Unix infrastructure and where required, managing a team of Unix Systems Administrators.

**Reports To**  
General Manager - IT Services/Infrastructure.

**Supervises**  
May manage a team of Unix Systems Administrators.

### Main Activities

- Providing sufficient Unix system capacity to satisfy user requirements and meet agreed service levels.
- Acting as an escalated technical support contact for Unix applications.
- Maintaining the availability and performance of Unix systems.
- Providing input into strategies, standards, policies and future planning.
- Providing internal consulting services where specialist Unix systems knowledge is required.
- Designing, implementing and evaluating Unix systems solutions.
- Continually evaluating new technology and its potential to enhance existing systems.

### Key Skills

- Specialist skills in all aspects of Unix systems administration.
- Highly developed skills in one or more of the common 'flavours' of Unix, typically Sun Solaris.
- Good project management and communication skills.

**Internal Contacts**  
All Users, LAN Engineers, IT Support.

**External Contacts**  
Suppliers and Vendors.

**Typical Experience**  
At least 5-7 years of commercial IT experience, specialising in Unix Systems Administration, coupled with relevant tertiary qualifications.

**Other Comments**  
Please match to Position Code 54 - Senior Systems Administrator if your employee works predominantly on an operating system other than Unix.

---

## POSITION DESCRIPTION

---

**Position Title:** Unix Systems Administrator  
**Position Code:** 33060  
**Career Level:** 3

---

**Responsible for**  
Maintaining the operational effectiveness of organisation's Unix systems.

**Reports To**  
IT Services/Infrastructure Manager.

**Supervises**  
No supervisory responsibilities.

### Main Activities

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

### Key Skills

- Extensive knowledge of one or more flavours of Unix, typically focusing on Sun Solaris.
- Unix scripting skills.
- Strong troubleshooting skills.
- Excellent communication skills.
- Thorough knowledge of security policies and procedures.
- A capacity for systematic analysis.

**Internal Contacts**  
All Users, Networking Project Teams, Technical Support department.

**External Contacts**  
Vendors of Hardware, Service and Software.

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

---

## POSITION DESCRIPTION

---

**Position Title:** Chief Security Officer (CSO)  
**Position Code:** 33065  
**Career Level:** 6

---

### Responsible for

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

### Reports To

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

### Supervises

All IT Security employees.

### Main Activities

- Establishing the organisation's overall security strategy and developing associated policy for implementation.
- Establishing strategies for Infrastructure (networks, firewalls, communications), Applications (software, databases) and physical workspace.
- Establishing and controlling the organisation's IT Security operational and expenditure budgets.
- Providing high level management and advice to the organisation's disaster recovery and contingency planning.
- Reporting to Senior Management on any significant breaches of organisational Security.
- Maintaining an up-to-date knowledge of new IT viruses and all potential threats to IT Security.
- Managing and reporting on the ongoing Security audit process.

### Key Skills

- Strong understanding of all technical components of IT Security, including Encryption, Firewalls, Internet and Software Security.
- Strong understanding of all legislation influencing IT Security.
- Excellent communication skills, both written and verbal.
- Well developed management skills.
- Excellent attention to detail.

### Internal Contacts

Applications Management, Infrastructure Management, Senior Executive, Legal.

### External Contacts

Suppliers, Vendors, Police.

### Typical Experience

At least 10 years of commercial experience in IT, with 4 years specialising in all aspects of IT Security coupled with relevant tertiary level qualifications.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Security - Manager  
**Position Code:** 33070  
**Career Level:** 5

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Security - Senior Consultant  
**Position Code:** 33075  
**Career 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.

### Reports 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 sever
- Expert knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Ability to lead and mentor a small team of Security Specialists.
- Advanced project, analysis, problem solving, and business relationship skills.
- A good understanding of current legislation and precedence governing IT.

### Internal Contacts

Applications, Infrastructure, IT Support, Users.

### External Contacts

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

### Typical Experience

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

### Other Comments

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

---

## POSITION DESCRIPTION

---

**Position Title:** IT Security - Senior Consultant (Architect)  
**Position Code:** 33080  
**Career Level:** 4

---

### Responsible for

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

### Reports To

IT Security - Manager

### Supervises

No supervisory responsibilities.

### Main Activities

- Providing technical consulting in multiplatform 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 sever
- Strong interpersonal skills and the ability to function as a team player.
- Advanced technical knowledge in the field of IT architecture
- Advanced problems solving and consulting skills.
- Advanced project management skills.

### Internal Contacts

Applications, Infrastructure, IT Support, Users.

### External Contacts

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

### Typical Experience

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

---

## POSITION DESCRIPTION

---

**Position Title:** IT Security - Consultant  
**Position Code:** 33085  
**Career 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.

### Reports 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 the
- 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.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Security - Analyst  
**Position Code:** 33090  
**Career Level:** 2

---

### Responsible for

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

### Reports To

IT Security - Manager

### Supervises

No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

### Internal Contacts

Systems Programmers

### External Contacts

Possibly IT Security Specialists

### Typical Experience

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

### Other Comments

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

---

**POSITION DESCRIPTION**

---

**Position Title:** IT Security - Administrator  
**Position Code:** 33095  
**Career Level:** 3

---

**Responsible for**  
Maintaining effective computer security.

**Reports To**  
IT Security - Manager.

**Supervises**  
No supervisory responsibilities.

**Main Activities**

- Monitoring the Data Security System and rectifying security problems.
- Maintaining physical security procedures.
- Producing and acting on security violation reports.
- Educating Data Security Coordinators and end-users.
- Researching and reporting on computer security issues.
- Controlling user log-on and registration requirements.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.
- Training the Disaster Recovery team and conducting disaster drills.

**Key Skills**

- A capacity for systematic analysis.
- Thorough knowledge of security policies and practices.

**Internal Contacts**  
Systems Programmers.

**External Contacts**  
Computer Security Specialists/Consultants.

**Typical Experience**  
A background in Computing Operations or Systems.

**Other Comments**  
Alternative Title: Computer Security Specialist.

---

## POSITION DESCRIPTION

---

**Position Title:** Disaster Recovery Specialist  
**Position Code:** 33100  
**Career Level:** 4

---

**Responsible for**  
Planning, testing and administering Disaster Recovery.

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

**Supervises**  
No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

**Internal Contacts**  
Network Support, Finance.

**External Contacts**  
Software/Hardware Vendors, Insurers.

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

**Other Comments**  
Alternative Title: Data Storage and Business Continuity Consultant.

---

**JOB SECTION: IT SUPPORT**

**IT Training:**

34005 [IT Training Manager](#)

34010 [IT Training Officer](#)

**Quality Assurance:**

34015 [Quality Assurance Manager](#)

34020 [Senior Quality Assurance Analyst](#)

34025 [Quality Assurance Analyst](#)

## POSITION DESCRIPTION

---

**Position Title:** IT Training Manager  
**Position Code:** 34005  
**Career Level:** 4

---

**Responsible for**  
Providing necessary IT training and user education services.

**Reports To**  
IT Support Manager.

**Supervises**  
IT Training Officers.

### Main Activities

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

### Key Skills

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

**Internal Contacts**  
Users at all levels.

**External Contacts**  
Vendors, Training and Education Suppliers.

### Typical Experience

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

### Other Comments

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

---

## POSITION DESCRIPTION

---

Position Title: IT Training Officer  
Position Code: 34010  
Career Level: 3

---

Responsible for  
Delivering IT training and education.

Reports To  
IT Training Manager.

Supervises  
No supervisory responsibilities.

### Main Activities

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

### Key Skills

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

Internal Contacts  
Users at all levels.

External Contacts  
Vendors, Training and Education Suppliers.

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

Other Comments  
Alternative Title: IT Education Officer.

---

## POSITION DESCRIPTION

---

**Position Title:** Quality Assurance Manager  
**Position Code:** 34015  
**Career Level:** 5

---

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

**Reports To**  
Corporate Quality Manager.

**Supervises**  
Professional staff seconded for specific assignments.

### Main Activities

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

### Key Skills

- Sound IT background.
- Strong interpersonal skills.

**Internal Contacts**  
Business units and commercial department.

**External Contacts**  
Clients, industry groups, consultants.

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

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

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Quality Assurance Analyst  
**Position Code:** 34020  
**Career Level:** 4

---

### Responsible for

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

### Reports 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.

---

## POSITION DESCRIPTION

---

**Position Title:** Quality Assurance Analyst  
**Position Code:** 34025  
**Career Level:** 3

---

### Responsible for

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

### Reports 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.

---

**JOB SECTION: PROFESSIONAL SERVICES**

**IT Relationship/Account Management:**

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

35010 [IT Relationship/Account Manager](#)

**IT Incident/Problem Management:**

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

35020 [Incident/Problem Consultant](#)

**Supplier/Contracts Management:**

35025 [Relationship Manager](#)

35030 [IT Commercial Manager](#)

35035 [Senior Commercial Analyst](#)

35040 [Commercial Analyst](#)

## POSITION DESCRIPTION

---

**Position Title:** Senior IT Relationship/Account Manager  
**Position Code:** 35005  
**Career Level:** 4

---

### Responsible for

Managing all operational and strategic interactions between a designated organisational business unit(s) and IT to deliver an effective, efficient IT service.

### Reports To

May report to the relevant business unit manager, or to IT management dependent upon organisational structure.

### Supervises

May supervise more junior IT Relationship/Account Managers.

### Main Activities

- Working closely with the business unit to match strategic demand for IT services with supply via effective prioritisation and process improvement.
- Providing a key contact point for relevant business unit(s) to check the status of projects and work requests.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Ensuring that relevant business unit stakeholders/representatives are involved in designing and/or enhancing IT processes.
- Preparing and distributing regular service level reports to both IT and business unit management.
- Assisting in the escalation of IT performance/service delivery issues on behalf of business unit customers.
- Assisting business unit with project and work requests and assisting on components of business cases.
- Conducting service level reviews with both IT and business unit to determine emerging requirements and areas of improvement.
- Conducting strategic and operational planning.

### Key Skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Knowledge of emerging technology trends, IT functions, basic architecture.
- Understanding of project management methodologies.
- Enthusiastic champion of change.

### Internal Contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

### External Contacts

Vendors.

### Typical Experience

8-10 years commercial IT experience, ideally with 5 years in a senior IT/business role coupled with relevant tertiary qualifications.

### Other Comments

Alternative Title: Senior Service Delivery Manager.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Relationship/Account Manager  
**Position Code:** 35010  
**Career Level:** 3

---

### Responsible for

Managing all operational and strategic interactions between a designated organisational business unit (s) and IT to deliver an effective, efficient IT service.

### Reports To

May report to Senior IT Relationship/Account Manager or to IT management dependent upon organisational structure.

### Supervises

No supervisory responsibilities.

### Main Activities

- Working closely with the business unit to match operational demand for IT services with supply via effective prioritisation and process improvement.
- Providing a key contact point for relevant business unit(s) to check the status of projects and work requests.
- Building an effective and mutually beneficial 'client service' relationship between the designated business unit(s) and IT.
- Contributing to strategic and operational planning processes.
- Preparing and distributing regular service level reports to both IT and business unit management.
- Assisting in the escalation of IT performance/service delivery issues on behalf of business unit customers.
- Assisting business unit with project and work requests and assisting on components of business cases.
- Conducting service level reviews with both IT and business unit to determine emerging requirements and areas of improvement.

### Key Skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Knowledge of emerging technology trends, IT functions, basic architecture.
- Understanding of project management methodologies.
- Enthusiastic champion of change.

### Internal Contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

### External Contacts

Vendors.

### Typical Experience

5-7 years commercial IT experience, ideally with 3 years in an IT/business partnership role coupled with relevant tertiary qualifications.

---

## POSITION DESCRIPTION

---

**Position Title:** Team Leader - Incident/ Problem Management  
**Position Code:** 35015  
**Career Level:** 4

---

**Responsible for**  
Leadership and support for the Incident / Problem Management team, acting as an escalation point for problems.

**Reports To**  
Business Unit Manager

**Supervises**  
Incident / Problem Management team.

### Main Activities

- Overseeing and supporting the team, whilst ensuring duties are completed.
- Ensuring the necessary documentation is completed and communicated.
- Escalation of problems to the appropriate manager.

### Key Skills

- Customer Service Skills
- Ability to lead a team
- Excellent verbal, and written communication skills
- Good analytical skills

**Internal Contacts**  
Incident/Problem Management team, Business Unit Manager, Service Delivery divisions.

**External Contacts**  
Customers,

**Typical Experience**  
Tertiary qualification in appropriate area, minimum 2 years experience in a Problem Management role, team leader experience

---

## POSITION DESCRIPTION

---

**Position Title:** Incident/Problem Consultant  
**Position Code:** 35020  
**Career Level:** 3

---

### Responsible for

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

### Reports To

IT Support Manager, General Manager - Infrastructure.

### Supervises

No supervisory responsibilities, coordinates Incident response teams.

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

Vendors.

### Typical Experience

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

### Other Comments

Alternative Titles: Problem Manager; Critical Incident Manager; Incident/Problem Consultant. \*\*\* This is not a team leader role.

---

## POSITION DESCRIPTION

---

**Position Title:** Relationship Manager  
**Position Code:** 35025  
**Career Level:** 3

---

### Responsible for

Managing high importance interactions between the business and external agents, and ensuring client and partner satisfaction by appropriate transitioning to other business divisions.

### Reports To

Business manager

### Supervises

May supervise other relationship specialists.

### Main Activities

- Develop a plan for the acquisition and processing of all high importance partnerships and other external agents and delivers value to the product/solution development and sales channels.
- Assess and recommend emerging partners or clients for suitability of incorporation into the business, in line with the collaboration with relevant internal stakeholders
- Develop strong relationships with the partners and other external agents in order to achieve high levels of commitment and participation in joint arrangements to maximise revenue growth
- Manage and document budget allocation and expenditure, in relation to growing relationships.

### Key Skills

- Excellent interpersonal/negotiation/diplomacy skills.
- Excellent communication skills, both written and oral.
- Demonstrated planning, prioritisation and organisation skills.
- Strong client orientation/customer service skills.
- Relative market knowledge
- Good analytical and reporting abilities

### Internal Contacts

Stakeholders, service delivery divisions,

### External Contacts

Existing and emerging business partners, and prospective clients

### Typical Experience

At least 3 years Relationship management experience, tertiary qualification in related field,

### Other Comments

Alternative Titles: Partnership Manager.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Commercial Manager  
**Position Code:** 35030  
**Career Level:** 4

---

### Responsible for

Managing IT supplier relationship(s) with direct responsibility for commercial, contractual, legal and financial outcomes for specific category(s), ensuring that the organisation achieves maximum leverage (price and service delivery/quality) from IT supply

### Reports To

Dependent on organisational structure - may report to Senior IT Management with a 'dotted line' report to Procurement/Finance, Director Strategic Sourcing.

### Supervises

Team of Commercial Analysts.

### Main Activities

- Developing, implementing and managing appropriate strategies and processes to ensure relationships with key suppliers deliver value-added, competitive solutions, which enable organisational objectives to be met.
- Contributing to and developing commercial strategies relating to sourcing from external suppliers, which will meet commercial/business objectives. Where assigned, manage and lead the implementation of these strategies as appropriate.
- Providing input to and implementing strategic outsourcing and operational plans which integrate into the overall organisational strategies. Identifying opportunities to support and implement programs that significantly reduce the operating and capital
- Supporting the Supplier Teams to lower the unit prices of products and services to deliver annualised savings as well as assisting in identification of unnecessary usage of products and services to reduce expenditure.
- Developing and maintaining a sound understanding of the supplier market and effectively apply this to the development of the supplier relationships and acquisition practices.
- Establishing robust engagement points with both internal and service providers for the assigned portfolio projects.
- Providing commercial advice/direction, risk analysis and assistance with dispute resolution to internal customers in relation to supplier and contract management.
- Maintaining supplier relationships to ensure compliance with agreed contractual terms and business needs.
- Acting as the escalation point for problems/disputes relating to supplier relationships.
- Fulfilling the role of commercial representative at supplier review and governance meetings as required.

### Key Skills

- Astute in the management and operation of suppliers with proven ability to assess the capability of suppliers and commercial proposals.
- Strong negotiation skills with a proven track record in supplier management.
- Sound understanding of supplier contracts and the initiative to seek timely advice on technical and operational perspective's from both internal and external sources to ensure the most favourable commercial outcome.
- Ability to work autonomously and as a part of a team.
- Ability to analyse, evaluate and be creative in solving complex problems including conflict, priorities and resourcing.
- Excellent written, numerative and verbal skills to communicate with vendors, senior management and customers.
- Demonstrated ability to represent the company and successfully deal with sensitive commercial negotiations.

### Internal Contacts

Business Units, Legal staff, Project Managers, Infrastructure and Applications Specialists.

### External Contacts

External Consultants, Outsource Service Providers, external solicitors and clients.

### Typical Experience

Will have at least 6 years experience in a commercial environment, preferably incorporating project, service delivery, technology or supplier management. Tertiary qualifications in a relevant discipline - Business, Management, Legal.

---

## POSITION DESCRIPTION

---

**Position Title:** Senior Commercial Analyst  
**Position Code:** 35035  
**Career Level:** 3

---

### Responsible for

Analysing the performance of preferred suppliers in areas such as vendor performance, market costing and costs incurred by the business. Providing support to Commercial Managers in delivering outcomes on specified goods and services categories.

### Reports To

IT Commercial Manager.

### Supervises

May supervise Commercial Analysts

### Main Activities

- Assisting with development and management of one or more suppliers or categories to best practice sourcing standards.
- Developing and managing one or more lower risk categories.
- Implementing appropriate strategies and processes to ensure relationships with key suppliers, deliver value-added, competitive solutions, which enable the business to meet objectives.
- Contributing to the development of commercial strategies and management plans relating to sourcing from external suppliers, which will meet commercial/business objectives.
- Assisting in the provision of commercial advice/direction, risk analysis and assistance with dispute resolution to internal customers in relation to supplier and contract management.
- Measuring, monitoring and reporting on customer satisfaction and vendor performance and implementing continuous improvement strategies.
- Ensuring all managed spend arrangements comply with relevant policies and regulatory requirements.
- Maintaining supplier relationships to ensure compliance with agreed contractual terms and business needs.
- Taking responsibility for other aspects of ongoing contract management activities including monitoring supplier compliance with SLAs and monitoring market changes and the impact of changes in technology.

### Key Skills

- Developing knowledge of current trends/movements in supplier management.
- Developing an understanding of the supplier market and effectively apply this to the development of supplier relationships and acquisition practices.
- Demonstrated capability in the management and operation of suppliers with proven ability to assess the capability of suppliers and commercial proposals.
- Capable negotiation and influencing skills with a proven track record in supplier management.
- Demonstrated ability to develop, interpret and manage low-med value contracts and business relationships.
- Ability to maintain higher risk categories under supervision of senior resource.
- Ability to develop and maintain professional internal and external relationships.

### Internal Contacts

Business Units, Legal staff, Infrastructure and Applications Specialists.

### External Contacts

External Consultants, Outsource Service Providers.

### Typical Experience

Will have 3-5 years in a commercial environment including experience in negotiating and managing low-medium value supplier contracts. Tertiary qualifications in a relevant discipline, Business and/or Management.

---

## POSITION DESCRIPTION

---

**Position Title:** Commercial Analyst  
**Position Code:** 35040  
**Career Level:** 2

---

### Responsible for

Supporting team members in delivering agreed business plans through the collection and analysis of data and information that contributes to the development and implementation of projects and supplier management across the supply chain.

### Reports To

Commercial Manager.

### Supervises

No supervisory responsibilities.

### Main Activities

- Assisting in the collection and analysis of data required to develop and maintain new and existing supplier arrangements.
- Actively participating in supplier performance reviews by analysing market changes and impact of change in technology, identification of new or changes in customer requirements, the impact of a change in organisational strategy, supplier performance, cust
- Reviewing and reporting on customer compliance with preferred supplier arrangements.
- Assisting Commercial Managers with investigation of customer issues and queries in relation to managed supplier agreements.
- Developing and expanding knowledge of industry best practice in procurement and supplier management and becoming aware of current trends and changes in the industry.
- Acting as the first point of contact for customer queries and when required escalating to the relevant Commercial Manager.
- Providing assistance as required with the collection and analysis of financial data required to develop and maintain new and existing supplier agreements.
- Supporting nominated Commercial Managers in delivering targeted outcomes in relation to supplier agreements and projects.

### Key Skills

- Ability to work autonomously and as part of a team.
- Ability to analyse, evaluate and be creative in solving complex problems including conflict, priorities and resourcing.
- Strong written, numerative and verbal skills to communicate with vendors, senior management and customers.
- Developing negotiation skills.
- Excellent numerical, report writing and analytical skills.

### Internal Contacts

Business Units, Legal staff, Infrastructure and Applications Specialists.

### External Contacts

External Consultants, Outsource Service Providers.

### Typical Experience

Will possess or be studying towards relevant tertiary qualifications in a discipline such as Business, Management and Legal or will have 2 years relevant industry experience.

### Other Comments

Alternative Title: Service Level Analyst.

---

**JOB SECTION: OTHER SPECIALISTS**

**Configuration:**

36005 [Assets & Configuration Manager](#)

**Change Control:**

36010 [Change Control and Release Manager](#)

36015 [Change Control/Release Administrator](#)

**IT Asset Management:**

36020 [IT Asset Manager](#)

**IT Risk Management:**

36025 [IT Risk Manager](#)

## POSITION DESCRIPTION

---

**Position Title:** Assets & Configuration Manager  
**Position Code:** 36005  
**Career Level:** 4

---

**Responsible for**  
Identifying, recording and reporting on IT components to ensure appropriate records are kept and stock levels are right.

**Reports To**  
General Manager.

**Supervises**  
No supervisory responsibilities.

### Main Activities

- Identifying the configuration structures for all infrastructure's configuration items.
- Allocating identifiers and version numbers for configuration items, labelling each item, and entering them into the configuration management data base.
- Ensuring that no configuration item is added, modified, replaced or removed without appropriate controlling documentation.
- Reporting of all current and historical data concerned with each configuration item throughout its life cycle.
- Reviewing and auditing configuration items to ensure they are correctly recorded in the configuration management systems.
- Providing accurate information on configurations and their documentation to support all other information services management processes.

### Key Skills

- Good verbal and written communication skills.
- Strong analytical skills and accounting skills.
- Strong reasoning skills.
- Sound technical knowledge.
- Teamwork and leadership skills.

**Internal Contacts**  
Senior Management, all user departments, General managers.

**External Contacts**  
Suppliers

**Typical Experience**  
Possesses sound technical knowledge in IT with at least 5 years experience in a large information services company.

---

## POSITION DESCRIPTION

---

**Position Title:** Change Control and Release Manager  
**Position Code:** 36010  
**Career Level:** 5

---

### Responsible for

Manages and initiates the improvement and release management process and team. Maintaining Change and Release Management policy and project release schedule, liaison between client, project teams and stakeholders regarding Change and Release Management is

### Reports 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:** Change Control/Release Administrator  
**Position Code:** 36015  
**Career Level:** 2

---

**Responsible for**  
Releasing application software into the user acceptance and production environment.

**Reports To**

**Supervises**

### 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 in a corporate.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Asset Manager  
**Position Code:** 36020  
**Career Level:** 5

---

### Responsible for

Providing whole life-cycle management for the ICT asset fleet, ensuring that it is managed efficiently and effectively in accordance with legislation, policies and procedures.

### Reports To

Business Operations Manager.

### Supervises

May supervise Asset Management employees.

### Main Activities

- Providing strategic oversight of the management of the ICT assets fleet and developing, implementing and managing appropriate policies, processes and procedures.
- Leading the overall management and co-ordination of the procurement, deployment, refresh, replacement and retirement of assets, inclusive of non-capital items throughout their lifecycle.
- Developing, evaluating and providing advice to Senior Management on IT asset management strategies and issues.
- Ensuring the ongoing delivery of strategic business objectives through continuous improvement activities including developing and maintaining an audit/stocktake plan inclusive of managing corrective actions arising from audit findings.
- Developing and maintaining constructive and collaborative relationships with internal and external stakeholders including working closely with the Financial Controller to ensure all the financial requirements relating to asset management are fully and app
- Ensuring that the asset data is complete, accurate and up-to-date and the requirements of other business units in relation to asset data are satisfied.

### Key Skills

- Demonstrate knowledge and experience in aligning IT asset management policies and procedures with strategic business objectives, including high level policy development and implementation skills.
- Demonstrated experience in the management of and understanding the issues associated with managing an extensive ICT fleet including, but not limited to, procurement, installation, management, refresh and retirement of assets.
- Demonstrated ability to resolve complex management, operational and technical issues.
- Ability to develop productive relationships with customers, stakeholder and suppliers, with a focus on benefits and continuous improvement.
- Ability to identify and evaluate technological developments and match the appropriate technologies to business requirements.
- Strong asset management skills, including staff.

### Internal Contacts

Managers and staff at all levels.

### External Contacts

Suppliers.

### Typical Experience

Minimum 5 years experience in IT industry, experience in asset management I, coupled with appropriate tertiary qualifications.

---

## POSITION DESCRIPTION

---

**Position Title:** IT Risk Manager  
**Position Code:** 36025  
**Career Level:** 4

---

### Responsible for

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

### Reports To

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

### Supervises

May supervise a small team.

### Main Activities

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

### Key Skills

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

### Internal Contacts

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

### External Contacts

External Auditors, Vendors

### Typical Experience

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

---