
JOB FAMILIES

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JOB FAMILY: SENIOR EXECUTIVE

30005	Chief Information Officer - Large Site (501-5000 screens)
30010	Chief Information Officer - Mid Range Site (1-500 screens)
22015	Corporate Channel Sales Manager
22020	Corporate Customer Support/Operations Manager
22025	Corporate Support Manager
22030	Corporate Professional Services Manager
22035	Corporate Quality Manager
31010	General Manager - IT Services/Infrastructure

POSITION DESCRIPTION

Position Title: Chief Information Officer - Large Site (501-5000 screens)
Position Code: 30005
Career Level: 7

Responsible for

Developing and managing the strategic direction and operational effectiveness of Information Technology to support and achieve the objectives of the organisation. Site size is 500 - 5000 screens.

Reports To

Depending on organisational structure, may report directly to Chief Executive Officer or a member of the Executive team.

Supervises

Direct reports will typically be Senior Managers - Applications, IT Services/Infrastructure, Security, Architectural Services.

Main Activities

- Positioning the company technologically ahead of competitors with regular IT reviews and analysis, focusing particularly on providing systems support for both current and anticipated user requirements.
- Controlling operational and developmental expenditures within approved budgets.
- Guiding the forecasting and planning of equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming, and security.
- Participating in policy-making as a member of a Senior Management team.

Key Skills

- People management and leadership skills, together with professional standards of planning and budgeting.
- Sound administrative skills and a proven record of successful staff management.

Internal Contacts

Senior Management, All User departments, Finance and Administration.

External Contacts

Suppliers of Firmware and Peripherals, Software and Professional Services.

Typical Experience

At least 10-15 years of experience in Information Technology coupled with relevant tertiary qualifications. Typically has both formal business training in addition to 'hands-on' IT experience.

Other Comments

Alternative Titles: IT Division Manager; Chief Manager MIS; IT Director; Chief Information Officer.

POSITION DESCRIPTION

Position Title: Chief Information Officer - Mid Range Site (1-500 screens)
Position Code: 30010
Career Level: 7

Responsible for

Ensuring the effective development and operation of Computing and Information Services of mid range sites. (Size < 500 screens).

Reports To

Depending on organisational structure, may report directly to Chief Executive Officer or a member of the Executive team.

Supervises

All IT Specialists within organisation. Direct reports will typically be Senior Managers - Applications, IT Services/Infrastructure, Security, Architectural Services.

Main Activities

- Positioning the company technologically ahead of competitors with regular IT reviews and analysis, particularly focusing on providing systems support for both current and anticipated user requirements.
- Controlling operational and developmental expenditures within approved budgets.
- Guiding the forecasting and planning of equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming, and security.
- Participating in policy-making as a member of a Senior Management team.

Key Skills

- People management and leadership skills, together with professional standards of planning and budgeting.
- Sound administrative skills and a proven record of successful staff management.

Internal Contacts

Senior Management, All User departments, Finance and Administration.

External Contacts

Suppliers of Firmware and Peripherals, Software, Professional Services and Consultants.

Typical Experience

At least 10 years of experience in Computing, with at least 5 years in large sites, together with proven business and management skills. Typically has formal Business training in addition to technical IT experience.

Other Comments

Alternative Titles: IT Division Manager; Chief Manager MIS; IT Director; Chief Information Officer.

POSITION DESCRIPTION

Position Title: Corporate Channel Sales Manager
Position Code: 22015
Career Level: 6

Responsible for

Controlling the sales activities of the company nationally through a network of Dealers, Distributors or other Equipment Manufacturers in order to achieve revenue, expense and sales targets.

Reports To

Corporate Sales Manager or General Manager.

Supervises

Business Unit Channel Sales Managers and their teams.

Main Activities

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various Sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training Channel Sales Managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

Key Skills

- Knowledge of the product and the market.
- Strong interpersonal abilities and proven skills in leading Sales teams.
- Excellent negotiation and motivational skills.

Internal Contacts

Chief Financial Officer, Product Managers, Branch Managers.

External Contacts

Dealers and Distributors, Government Officials, Advertising Agencies, Key Accounts, Public Relations firms.

Typical Experience

Tertiary qualifications, with a minimum of 10 years sales experience, a good proportion of this in channel sales.

Other Comments

Alternative Title: National Sales Manager (Third Parties).

POSITION DESCRIPTION

Position Title: Corporate Customer Support/Operations Manager
Position Code: 22020
Career Level: 6

Responsible for

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

Reports To

Corporate Customer Service/Support Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Major customers and prospects, Distributors and Sub-contractors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Corporate Support Manager
Position Code: 22025
Career Level: 6

Responsible for

Controlling Customer Support activities nationally to achieve customer service and expense control objectives.

Reports To

General Manager, Chief Executive Officer.

Supervises

Support Managers, Account Managers, Product Specialists/Customer Support Specialists.

Main Activities

- Coordinating post sales support at a corporate level.
- Managing customer problems at a national/corporate level to predetermined standards.
- Recruiting and training Product Specialists.
- Ensuring the timely introduction of new products/features to customers in all divisions.
- Preparing support budgets and projections.
- Planning training of customers in solution and application software.

Key Skills

- Strong technical background and detailed product knowledge combined with organising and control abilities.
- Excellent skills in customer liaison and handling computer systems difficulties which adversely affect clients' operations.
- Advanced oral and written communication skills to explain complex information to all levels of staff and customers.

Internal Contacts

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

External Contacts

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

Typical Experience

At least 5-10 years of experience in Customer Service, and extensive technical training and product servicing experience.

Other Comments

The role has important client liaison elements, based on technical appreciation of the customer's requirements and problems.

POSITION DESCRIPTION

Position Title: Corporate Professional Services Manager
Position Code: 22030
Career Level: 7

Responsible for

Managing and developing Business Consulting at a corporate level.

Reports To

General Manager or Chief Executive Officer.

Supervises

A team of Industry Managers and Consultants.

Main Activities

- Formulating corporate policies and strategies to optimise consulting performance and customer satisfaction.
- Negotiating major contracts with both customers and Sub-contractors.
- Allocating human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for the department.
- Recruiting at professional services management levels and senior personnel.

Key Skills

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

Internal Contacts

Corporate Sales and Marketing management, Support and R and D departments.

External Contacts

Major customers and contract organisations.

Typical Experience

Tertiary qualifications in a technical discipline with at least 10 years of management experience at a senior level, in addition to extensive experience in area of expertise - typically over 20 years of experience in all.

Other Comments

A high profile role, probably requiring regular presentations to significant industry groups impacting on national policy. The top position in the Consulting/Professional Services area in the organisation. Alternative Title: Consulting Director/Partner.

POSITION DESCRIPTION

Position Title: Corporate Quality Manager
Position Code: 22035
Career Level: 5

Responsible for

Ensuring that all quality programs attain their objectives.

Reports To

Divisional Manager, Financial Controller, Senior Finance Executive.

Supervises

Quality Managers.

Main Activities

- Ensuring availability of highly visible and company wide quality programs.
- Managing the delivery of training necessary for program success.
- Assisting with implementation of quality programs, projects and activities.
- Identifying potential bottle necks and resolving them.

Key Skills

- Sound quality background.
- Strong interpersonal skills.
- Broad understanding of business from executive perspective.
- Good understanding of current methodologies and cultural changes.

Internal Contacts

Quality Managers, Business Units and Commercial department.

External Contacts

Clients, Industry Groups, Consultants.

Typical Experience

At least 10-15 years of experience. The role requires quality experience, substantial skills in project management, consulting and senior level management, as well as a thorough understanding of business functions. ISO Accreditation preferred.

Other Comments

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

POSITION DESCRIPTION

Position Title: General Manager - IT Services/Infrastructure
Position Code: 31010
Career Level: 6

Responsible for

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

Reports To

Chief Information Officer, Manager Information Systems.

Supervises

All IT Services/Infrastructure and IT Support employees.

Main Activities

- Managing the Infrastructure and IT Support groups to ensure effective partnering with business units to deliver business integration solutions in support of the corporate strategic direction.
- Managing the profit centre successfully, establishing project profitability and overseeing all projects to achieve time and cost objectives.
- Ensuring IT strategies are developed, delivering systems and applications support in line with corporate goals and strategies.
- Providing guidance and support to Business and Technical Managers on major projects that are of strategic significance.
- Ensuring support of all IT systems is provided effectively on a seven day/twenty-four hour basis.
- Maintaining a stable complement of motivated technology professionals and utilising third party resources wherever necessary to maximise capacity.
- Promoting technology awareness and competence throughout the organisation in an active manner.

Key Skills

- In depth knowledge of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
- Deep and broad understanding of the business and technology strategies in which the organisation operates.
- Demonstrated leadership and people management skills.
- Excellent communication skills, both written and verbal.

Internal Contacts

Internal Technology Providers, Project and Systems Manager, Finance and Administration, Human Resources.

External Contacts

External Providers, Vendors and Software Consultants.

Typical Experience

At least 12 years of experience in IT, with 5 years of IT Infrastructure management experience within large organisations, with extensive Project Management experience. Tertiary qualifications in Technology, Business or related discipline.

Other Comments

This position represents a merged position combining old position 40 Computer Services/Infrastructure Manager and 8 Executive Manager - Host and Mid Range Operations.

JOB FAMILY: SALES

Direct End User Sales23005 [Senior Principal Sales Representative](#)23010 [Principal Sales Representative](#)23015 [Senior Sales Representative - Direct End User](#)23020 [Sales Representative - Direct End User](#)23025 [Associate Sales Representative - Direct End User](#)**Inside Sales**23030 [Inside Sales Manager](#)23035 [Senior Inside Sales Representative](#)23040 [Inside Sales Representative](#)23045 [Associate Inside Sales Representative](#)**Service Sales**23050 [Service - Senior Sales Representative](#)23055 [Service - Sales Representative](#)23060 [Service - Associate Sales Representative](#)**Software Licensing**23065 [Software Licensing Specialist](#)23070 [Associate Software Licensing Specialist](#)**Alliance/Partner Management**23075 [Alliance/Partner Manager](#)23080 [Alliance/Partner Specialist](#)

POSITION DESCRIPTION

Position Title: Senior Principal Sales Representative
Position Code: 23005
Career Level: 6

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Business Unit Sales Manager, Senior Sales Manager.

Supervises

May mentor Sales Representatives.

Main Activities

- Working closely with new clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Suppliers.

Typical Experience

10 + years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Sales Executive; Sales Consultant.

POSITION DESCRIPTION

Position Title: Principal Sales Representative
Position Code: 23010
Career Level: 5

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

May mentor Sales Representatives.

Main Activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

8-10 years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Sales Executive; Sales Consultant.

POSITION DESCRIPTION

Position Title: Senior Sales Representative - Direct End User
Position Code: 23015
Career Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

Main Activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Sales Executive; Sales Consultant.

POSITION DESCRIPTION

Position Title: Sales Representative - Direct End User
Position Code: 23020
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Some employees in this role may do their selling face-to-face, other employees will do the majority of their selling via the telephone and may be referred to as 'Inside Sales Representatives'. Other Alternative Title: Sales Executive.

POSITION DESCRIPTION

Position Title: Associate Sales Representative - Direct End User
Position Code: 23025
Career Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Some employees in this role may do their selling face-to-face, other employees will do the majority of their selling via the telephone and may be referred to as 'Inside Sales Representatives'. Other Alternative Title: Sales Executive.

POSITION DESCRIPTION

Position Title: Inside Sales Manager
Position Code: 23030
Career Level: 5

Responsible for

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Reports To

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Inside Sales Representatives and Sales Administration staff.

Main Activities

- Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
- Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Inside Sales staff.

Key Skills

- Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leaderships, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal Contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Clients, Distributors, Government Bodies, Suppliers.

Typical Experience

8-10 years of experience, and may possess relevant tertiary qualifications.

Other Comments

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

POSITION DESCRIPTION

Position Title: Senior Inside Sales Representative
Position Code: 23035
Career Level: 4

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Reports To

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

Main Activities

- Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

Key Skills

- Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Suppliers.

Typical Experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

POSITION DESCRIPTION

Position Title: Inside Sales Representative
Position Code: 23040
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Reports To

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Telephone selling skills, including the ability to negotiate, persuade and influence.
- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

At least 3-5 years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Title: Inside Sales Representative.

POSITION DESCRIPTION

Position Title: Associate Inside Sales Representative
Position Code: 23045
Career Level: 2

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Reports To

Inside Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Growing telephone selling skills, including the ability to negotiate, persuade and influence.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Suppliers.

Typical Experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

POSITION DESCRIPTION

Position Title: Service - Senior Sales Representative
Position Code: 23050
Career Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Service - Sales Representatives.

Main Activities

- Working closely with new and existing clients to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

This role achieves revenue/Sales quotas from Service/Support business only.

POSITION DESCRIPTION

Position Title: Service - Sales Representative
Position Code: 23055
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Support/Service proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff.

External Contacts

Customers, Suppliers.

Typical Experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

This role achieves revenue/Sales quotas from Service/Support business only.

POSITION DESCRIPTION

Position Title: Service - Associate Sales Representative
Position Code: 23060
Career Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Support/Service business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients, under supervision, to determine their present and future Support needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Support/Service objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Support/Service business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

Other Comments

This role achieves revenue/Sales quotas from Service/Support business only.

POSITION DESCRIPTION

Position Title: Software Licensing Specialist
Position Code: 23065
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Software Licensing business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients to determine their present and future Software Licensing needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Software Licensing objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Software Licensing business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Software Licensing proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff.

External Contacts

Customers, Suppliers.

Typical Experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

This role achieves revenue/Sales quotas from Software Licensing business only.

POSITION DESCRIPTION

Position Title: Associate Software Licensing Specialist
Position Code: 23070
Career Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining Software Licensing business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients, under supervision, to determine their present and future Software Licensing needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's Software Licensing objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new Software Licensing business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External Contacts

Customers, Suppliers.

Typical Experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

Other Comments

This role achieves revenue/Sales quotas from Software Licensing business only.

POSITION DESCRIPTION

Position Title: Alliance/Partner Manager
Position Code: 23075
Career Level: 5

Responsible for

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

Reports To

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

Supervises

A team of Alliance/Partner Specialists.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Alliances/Partners, Government Bodies.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Alliance/Partner Specialist
Position Code: 23080
Career Level: 4

Responsible for

Achieving an agreed revenue target or sales quota through management and selling amongst an assigned group of Alliance/Partner organisations.

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

- Developing and maximising relationships with strategic Alliance/Partner organisations to achieve Sales targets and 'preferred partner' status for the organisation.
- Developing detailed knowledge of the Alliance/Partner organisation, including their selling processes, buying criteria, strategic objectives and organisational culture, in order to develop objectives, business plans and Sales strategies for the purposes of growing the organisation's revenue in assigned Alliance/Partner accounts.
- Constructing, instructing and managing 'virtual team/s' to perform work associated with the Alliance/Partner relationship and acting as the key liaison between the organisation's technical staff and the Alliance/Partner organisation.
- Acting as the main point of contact within the organisation for interface within the Alliance/Partner organisation.
- Monitoring Alliance/Partner organisations and Alliance/Partner's customer satisfaction levels. Assisting Alliance/Partner organisations in identifying new opportunities.
- Providing input to budget planning for assigned Alliances/Partners.
- Managing the Alliance/Partner 'pipeline', developing business cases for working with potential Alliance/Partner organisations, selling the benefits of collaboration to both the organisation's Senior Management and potential Alliance/Partner organisations and creating new Alliances/Partners in accordance with the organisation's strategic goals.
- Liaising with Legal staff to outline the details of how the Alliance/Partnership has been arranged, assisting in the creation of Alliance/Partner documentation, marketing and sales support material.

Key Skills

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

Internal Contacts

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

External Contacts

Alliances/Partners, Government Bodies.

Typical Experience

5-8 years of experience, coupled with tertiary qualifications.

Other Comments

This role may assist with the management of Alliances/Partnerships with large Solutions Providers (i.e.. 'Big 5' consultancies, large Systems Integrators and large Outsourcers), or manage one or a number of Alliances/Partnerships with small to medium Solutions Providers.

JOB FAMILY: CUSTOMER SUPPORT

Management

- 24005 [Regional Customer Service Manager](#)
- 24010 [Branch/Region Customer Service Manager](#)
- 12005 [Customer Support/Service Manager](#)
- 24020 [Call/Response Centre Manager](#)
- 24025 [Call/Response/Technical Support Centre Manager - Technical Role](#)

Technical Training

- 24030 [Customer Education Manager](#)
- 24035 [Senior Customer Training Officer](#)
- 24040 [Customer Training Officer](#)

Pre & Post Sales: UNIX, NT Server/Desktop, Mac

- 24045 [Principal Support Engineer - Client User Server](#)
- 24050 [Senior Support Engineer - Client User Server](#)
- 24055 [Advanced Support Engineer - Client User Server](#)
- 24060 [Support Engineer - Client User Server](#)
- 24065 [Associate Support Engineer - Client User Server](#)
- 24070 [Trainee Support Engineer - Client User Server](#)

Pre & Post Sales: Dedicated Mainframe System

- 24075 [Senior Customer Engineer - Mainframe](#)
- 24080 [Customer Engineer - Mainframe](#)
- 24085 [Senior Technical Support Engineer - Mainframe](#)
- 24090 [Technical Support Engineer - Mainframe](#)
- 24300 [Senior Systems Engineer - Mainframe](#)
- 24305 [Systems Engineer - Mainframe](#)
- 24310 [Associate Systems Engineer - Mainframe](#)
- 24095 [Hardware Support Specialist](#)

Repair/Assembly/Integration Centre

- 24100 [Senior Repair Centre Engineer](#)
- 24105 [Repair Centre Engineer](#)
- 24110 [Senior Integration Centre/ Configuration Specialist](#)

Post Sales Account Management

- 24115 [Senior Account Manager - Customer Service](#)
- 24120 [Account Manager - Customer Service](#)

Technical Support Centre

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

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JOB FAMILY: CUSTOMER SUPPORT - Continuation

	Internet Protocols (IP)
24185	IP Network Technical Specialist
24190	IP Network Engineer
	Business Equipment Support
24195	Area/Field Service Supervisor - Business Equipment
24200	Senior Customer Service Engineer - Business Equipment
24205	Customer Service Engineer - Business Equipment

POSITION DESCRIPTION

Position Title: Regional Customer Service Manager
Position Code: 24005
Career Level: 6

Responsible for

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

Reports To

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

Supervises

Branch Customer Service/Support Managers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

At least 15 years of experience in Customer Service Management.

Other Comments

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

POSITION DESCRIPTION

Position Title: Branch/Region Customer Service Manager
Position Code: 24010
Career Level: 5

Responsible for

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

Reports To

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

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Customer Support/Service Manager
Position Code: 12005
Career Level: 4

Responsible for

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

Reports To

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

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Call/Response Centre Manager
Position Code: 24020
Career Level: 4

Responsible for

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

Reports To

National Response Centre Manager, National Services Manager.

Supervises

Customer Dispatch Operators.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, distributors, parts suppliers and sub-contractors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Call/Response/Technical Support Centre Manager - Technical Role
Position Code: 24025
Career Level: 4

Responsible for

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

Reports To

Corporate Customer Services Manager or Corporate Response Centre Manager.

Supervises

Technical Support Analysts, Operational Analysts, Call Dispatch Operators.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Distributors, Parts Suppliers, Subcontractors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Customer Education Manager
Position Code: 24030
Career Level: 5

Responsible for

Managing the external training function of an organisation.

Reports To

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

Supervises

All Instruction, Curriculum and Training staff.

Main Activities

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

Key Skills

- Organisational, communication, management and customer handling skills.

Internal Contacts

Senior management, Training staff, Customer Support staff.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Customer Training Officer
Position Code: 24035
Career Level: 4

Responsible for

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

Reports To

Customer Education Manager.

Supervises

May provide guidance to more junior training staff.

Main Activities

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

Key Skills

- Advanced organisational and communication skills.

Internal Contacts

Customer Training staff, Customer Support staff.

External Contacts

Third party facilitators, external consultants, customers.

Typical Experience

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

Other Comments

Alternative Title: Training Consultant.

POSITION DESCRIPTION

Position Title: Customer Training Officer
Position Code: 24040
Career Level: 3

Responsible for

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

Reports To

Customer Education Manager, Senior Customer Training Officer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

- Developed organisational and communication skills.

Internal Contacts

Customer Training staff, Customer Support staff.

External Contacts

Third party facilitators, external consultants, customers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Principal Support Engineer - Client User Server
Position Code: 24045
Career Level: 5

Responsible for

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

Reports To

Customer Services/Support Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

Customer support staff and management.

External Contacts

Customers and prospects at the highest levels.

Typical Experience

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

Other Comments

Alternative Titles: Principal Engineering Consultant; Principal Technical Consultant.

POSITION DESCRIPTION

Position Title: Senior Support Engineer - Client User Server
Position Code: 24050
Career Level: 4

Responsible for

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

Reports To

Customer Services/Support Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Advanced Support Engineer - Client User Server
Position Code: 24055
Career Level: 3

Responsible for

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

Reports To

Customer Services/Support Manager or a Professional Services Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Significant contact with customers and third party staff.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Support Engineer - Client User Server
Position Code: 24060
Career Level: 3

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at Operational and Management level and third party Suppliers.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Associate Support Engineer - Client User Server
Position Code: 24065
Career Level: 2

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Customer Service/Support team members, Call Centre staff.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Trainee Support Engineer - Client User Server
Position Code: 24070
Career Level: 1

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Customer Service/Support team members, Call Centre staff.

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Customer Engineer - Mainframe
Position Code: 24075
Career Level: 4

Responsible for

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

Reports To

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

Supervises

May supervise a small team of Customer Engineers - Mainframe.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Customer Engineer - Mainframe
Position Code: 24080
Career Level: 3

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at the operational level.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Technical Support Engineer - Mainframe
Position Code: 24085
Career Level: 4

Responsible for

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

Reports To

Technical Support Manager - Head Office.

Supervises

A number of Technical Support Engineers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers and distributors, mainly at the operational level.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Technical Support Engineer - Mainframe
Position Code: 24090
Career Level: 3

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers and distributors, mainly at the operational level.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Systems Engineer - Mainframe
Position Code: 24300
Career Level: 4

Responsible for

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

Reports To

Branch/State Systems Engineering Manager or Project Leader.

Supervises

Possibly a small group of Systems Engineers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, distributors, suppliers of peripherals and software.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Systems Engineer - Mainframe
Position Code: 24305
Career Level: 3

Responsible for

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

Reports To

Branch/State Systems Engineering Manager or Project Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, distributors, suppliers of peripherals and software.

Typical Experience

Typically requires substantial formal training and at least 5 or more years of systems engineering experience. May have tertiary qualifications in computer science.

Other Comments

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

POSITION DESCRIPTION

Position Title: Associate Systems Engineer - Mainframe
Position Code: 24310
Career Level: 2

Responsible for

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

Reports To

Project Leader or Senior Systems Engineer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, distributors, suppliers of peripherals and software.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Hardware Support Specialist
Position Code: 24095
Career Level: 3

Responsible for

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

Reports To

District Customer Engineering Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

MIS management.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Repair Centre Engineer
Position Code: 24100
Career Level: 3

Responsible for

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

Reports To

Branch Field Engineering Manager, or Repair Centre Manager.

Supervises

Repair Centre Engineers.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, Distributors, Parts Suppliers and Sub-contractors.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Repair Centre Engineer
Position Code: 24105
Career Level: 2

Responsible for

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

Reports To

A Senior Repair Centre Engineer, or Repair Centre Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, distributors, parts suppliers and sub-contractors.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Integration Centre/ Configuration Specialist
Position Code: 24110
Career Level: 3

Responsible for

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

Reports To

Integration Centre Manager/Team Leader.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Vendors.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Account Manager - Customer Service
Position Code: 24115
Career Level: 5

Responsible for

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

Reports To

Software Support Manager, Customer/National Support Manager.

Supervises

May have supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at all levels. Hardware and software suppliers.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Account Manager - Customer Service
Position Code: 24120
Career Level: 4

Responsible for

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

Reports To

Software Support Manager, Customer/National Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at all levels. Hardware and software suppliers.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Technical Support Centre Manager
Position Code: 24125
Career Level: 5

Responsible for

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

Reports To

Regional Customer Support Manager.

Supervises

Technical Support Centre staff.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Technical Support Centre Team Leader
Position Code: 12020
Career Level: 4

Responsible for

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

Reports To

Technical Support Centre Manager.

Supervises

A team of Technical Support Analysts.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Principal Technical Analyst - Specialised Support
Position Code: 24135
Career Level: 5

Responsible for

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

Reports To

Technical Support Centre Manager, Technical Support Centre Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Technical Analyst - Specialised Support
Position Code: 24140
Career Level: 4

Responsible for

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

Reports To

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Technical Analyst - Specialised Support
Position Code: 24145
Career Level: 3

Responsible for

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

Reports To

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Associate Technical Analyst - Specialised Support
Position Code: 24150
Career Level: 2

Responsible for

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

Reports To

Technical Support Centre Manager, Technical Support Centre Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Operational Analyst - Basic Support
Position Code: 24155
Career Level: 2

Responsible for

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

Reports To

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Operational Analyst - Basic Support
Position Code: 24160
Career Level: 2

Responsible for

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

Reports To

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers - mainly at an operational level.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Support Analyst - Network
Position Code: 24165
Career Level: 3

Responsible for

Providing a Helpdesk function and support to network users.

Reports To

Internal Support Manager.

Supervises

Network Support Analyst/Administrator.

Main Activities

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

Key Skills

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

Internal Contacts

Network Users.

External Contacts

Network Suppliers.

Typical Experience

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

Other Comments

Alternative Title: Senior LAN Support Specialist.

POSITION DESCRIPTION

Position Title: Support Analyst - Network
Position Code: 24170
Career Level: 2

Responsible for

Providing a Helpdesk function and support to network users.

Reports To

Senior Network Support Analyst.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Network Users.

External Contacts

Network Suppliers.

Typical Experience

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

Other Comments

Alternative Title: LAN Support Specialist.

POSITION DESCRIPTION

Position Title: Senior Call Dispatch Operator
Position Code: 24175
Career Level: 3

Responsible for

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

Reports To

Call/Response Centre Manager or Customer Support Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

Customer service/technical support staff.

External Contacts

Customers at varying levels.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Call Dispatch Operator
Position Code: 24180
Career Level: 2

Responsible for

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

Reports To

Call/Response Centre Manager or Customer Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Customer service/technical support staff.

External Contacts

Customers at varying levels.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: IP Network Technical Specialist
Position Code: 24185
Career Level: 4

Responsible for

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

Reports To

Technical Support Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

Operations staff, Network Operators, Applications Specialists, Engineers.

External Contacts

Vendors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: IP Network Engineer
Position Code: 24190
Career Level: 3

Responsible for

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

Reports To

Technical Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Operations staff, Network Operations, Applications Specialists, Engineers.

External Contacts

Vendors, Internet Providers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Area/Field Service Supervisor - Business Equipment
Position Code: 24195
Career Level: 4

Responsible for

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

Reports To

Regional Service Manager.

Supervises

First level of supervision of Engineers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Distributors and Customers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Customer Service Engineer - Business Equipment
Position Code: 24200
Career Level: 3

Responsible for

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

Reports To

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

Supervises

May have some supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Customer Service Representatives.

External Contacts

Customers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Customer Service Engineer - Business Equipment
Position Code: 24205
Career Level: 2

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Customer Service Representatives.

External Contacts

Customers.

Typical Experience

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

Other Comments

JOB FAMILY: FINANCE

Billing25003 [Billing Manager](#)25005 [Billing Analyst](#)25010 [Billing Team Leader](#)25014 [Senior Billing Officer](#)25015 [Billing Officer](#)**Contracts**25020 [Commercial Specialist/Business Assurance Analyst](#)25025 [Senior Contracts Administration Manager](#)25030 [Contracts Administration Manager](#)25035 [Contracts Administrator](#)

POSITION DESCRIPTION

Position Title: Billing Manager
Position Code: 25003
Career Level: 5

Responsible for

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

Reports To

Financial Director or senior finance.

Supervises

Team of Billing Group staff.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

International and Domestic Networks, Systems and other Suppliers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Billing Analyst
Position Code: 25005
Career Level: 3

Responsible for

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

Reports To

Manager, Billing Products.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts**Typical Experience**

Typically educated to a degree level with experience in a Telecommunications billing role or other high volume service oriented industry. At least 1-2 years of experience in Project Management.

Other Comments

POSITION DESCRIPTION

Position Title: Billing Team Leader
Position Code: 25010
Career Level: 3

Responsible for

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

Reports To

Finance and Administration Manager, Administration Manager.

Supervises

Billing Officers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Billing Officer
Position Code: 25014
Career Level: 3

Responsible for

Undertaking order processing and bill production for customers.

Reports To

Billing Manager or Billing Team Leader

Supervises

No supervisory responsibilities, however may mentor junior Billing Officers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Suppliers, Other Functional Groups

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Billing Officer
Position Code: 25015
Career Level: 2

Responsible for

Undertaking order processing and bill production for customers.

Reports To

Billing Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Suppliers, Other Functional Groups

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Commercial Specialist/Business Assurance Analyst
Position Code: 25020
Career Level: 4

Responsible for

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

Reports To

Business Assurance Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing department, staff in other business units.

External Contacts

Other parties involved in contract negotiation - lawyers, etc.

Typical Experience

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

Other Comments

Alternative Title: Administration Manager/Business Affairs.

POSITION DESCRIPTION

Position Title: Senior Contracts Administration Manager
Position Code: 25025
Career Level: 5

Responsible for

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

Reports To

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

Supervises

Contracts Administration Team Leaders, Contracts Administrators.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Other parties involved in contract negotiation - lawyers etc.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Contracts Administration Manager
Position Code: 25030
Career Level: 4

Responsible for

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

Reports To

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

Supervises

Contract Administrators.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Other parties involved in contract negotiation - lawyers etc.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Contracts Administrator
Position Code: 25035
Career Level: 2

Responsible for

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

Reports To

Department/Operations Manager, Administration Manager.

Supervises

May supervise clerical staff.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Clients, sub-contractors, customers.

Typical Experience

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

Other Comments

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

JOB FAMILY: PROFESSIONAL SERVICES

Management

- 26005 [Professional Services Manager - Sector](#)
- 26010 [Project Manager \(Large Projects\)](#)
- 26015 [Project Manager \(Mid Range Projects\)](#)
- 26020 [Project Manager \(Small Projects\)](#)

IT Security

- 33070 [IT Security - Manager](#)
- 33075 [IT Security - Senior Consultant](#)
- 33085 [IT Security - Consultant](#)
- 33090 [IT Security - Analyst](#)
- 33095 [IT Security - Administrator](#)

Consultants

- 26025 [Associate Consulting Director/Associate Partner](#)
- 26030 [Principal Consultant](#)
- 26035 [Senior Consultant](#)
- 26040 [Consultant](#)
- 26045 [Associate Consultant](#)

Outsourcing

- 26050 [Senior Bid Manager](#)
 - 26055 [Bid Manager](#)
 - 26060 [Client Services Manager \(Large\)](#)
 - 26065 [Client Services Manager \(Medium\)](#)
 - 26070 [Client Services Manager \(Small\)](#)
 - 26075 [Service Delivery Manager \(Large\)](#)
 - 26080 [Service Delivery Manager \(Medium\)](#)
 - 26085 [Service Delivery Manager \(Small\)](#)
 - 26090 [Principal Solutions Architect](#)
 - 26095 [Senior Solutions Architect](#)
 - 26100 [Solutions Architect](#)
 - 26105 [Pricing Analyst](#)
-

POSITION DESCRIPTION

Position Title: Professional Services Manager - Sector
Position Code: 26005
Career Level: 6

Responsible for

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

Reports To

Corporate Professional Services Manager/Director.

Supervises

A team of Project Managers and Consultants.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Major customers and contract organisations.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Project Manager (Large Projects)
Position Code: 26010
Career Level: 5

Responsible for

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

Reports To

Corporate Professional Services Manager.

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Major customers/Users at all levels within client sites.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Project Manager (Mid Range Projects)
Position Code: 26015
Career Level: 4

Responsible for

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

Reports To

Corporate Professional Services Manager.

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Major customers/Users at all levels within client sites.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Project Manager (Small Projects)
Position Code: 26020
Career Level: 3

Responsible for

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

Reports To

Corporate Professional Services Manager.

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Major customers/Users at all levels within client sites.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: 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.

Other Comments

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

Internal Contacts

Applications, Infrastructure, IT Support, Users.

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: IT Security - Consultant
Position Code: 33085
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 these fields.
- Specialised knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Good project, analysis, problem solving, and business relationship skills.

Internal Contacts

Applications, Infrastructure, IT Support, Users.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: IT Security - Analyst
Position Code: 33090
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: 2

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: Associate Consulting Director/Associate Partner
Position Code: 26025
Career Level: 6

Responsible for

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

Reports To

Corporate Professional Services Manager, Partner.

Supervises

Less experienced consultants.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

At least 15+ years of experience in business management, IT, systems integration consulting, design. Minimum of 10 years experience in consulting, engagement/project management, and/or business and resource management. Often holds an MBA.

Other Comments

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

POSITION DESCRIPTION

Position Title: Principal Consultant
Position Code: 26030
Career Level: 5

Responsible for

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

Reports To

Corporate Professional Services Manager, Branch Manager, Partner.

Supervises

Less experienced Consultants.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

At least 10-15 years of experience in business management, IT, systems integration consulting, design. Minimum of 5 years experience in consulting, engagement/project management, and/or business and resource management. May hold an MBA.

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Consultant
Position Code: 26035
Career Level: 4

Responsible for

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

Reports To

Professional Services Manager, Branch Manager, Partners.

Supervises

May supervise less experienced Consultants.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

At least 6-10 years of experience in business management, IT, systems integration consulting, design. Minimum of 2 years experience in consulting, engagement/project management, and/or business and resource management.

Other Comments

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

POSITION DESCRIPTION

Position Title: Consultant
Position Code: 26040
Career Level: 3

Responsible for

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

Reports To

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

Supervises

May provide guidance to less experienced consultants .

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Associate Consultant
Position Code: 26045
Career Level: 2

Responsible for

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

Reports To

Professional Services Manager Branch Manager or Partner.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at an operational level.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Bid Manager
Position Code: 26050
Career Level: 5

Responsible for

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

Reports To

Business Manager.

Supervises

May supervise 1-5 employees.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at all levels.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Bid Manager
Position Code: 26055
Career Level: 4

Responsible for

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

Reports To

Business Manager and/or Senior Bid Manager.

Supervises

May have supervisory responsibility.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers at all levels.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Client Services Manager (Large)
Position Code: 26060
Career Level: 6

Responsible for

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

Reports To

Chief Executive Officer/Managing Director, General Manager.

Supervises

May supervise Service Delivery Manager(s).

Main Activities

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

Key Skills

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

Internal Contacts

Senior Management, outsourced IT employees.

External Contacts

Clients, client employees, Suppliers, third party organisations.

Typical Experience

At least 15 years of relevant industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Client Services Manager (Medium)
Position Code: 26065
Career Level: 5

Responsible for

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

Reports To

Chief Executive Officer/Managing Director, General Manager.

Supervises

May supervise Service Delivery Manager(s).

Main Activities

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

Key Skills

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

Internal Contacts

Senior Management, outsourced IT employees.

External Contacts

Clients, client employees, Suppliers, third party organisations.

Typical Experience

At least 12 years of relevant industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Client Services Manager (Small)
Position Code: 26070
Career Level: 4

Responsible for

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

Reports To

Chief Executive Officer/Managing Director, General Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

Senior Management, outsourced IT employees.

External Contacts

Clients, client employees, suppliers, third party organisations.

Typical Experience

At least 7 years relevant industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Service Delivery Manager (Large)
Position Code: 26075
Career Level: 5

Responsible for

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

Reports To

Client Services Director.

Supervises

A team of around 50-100 IT contracting employees and annual contract revenue of greater than \$5 million.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Clients, client employees, third party organisations.

Typical Experience

At least 15 years of relevant industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Service Delivery Manager (Medium)
Position Code: 26080
Career Level: 4

Responsible for

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

Reports To

Client Services Director.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

Client Service Director, Outsourced IT staff.

External Contacts

Clients, client employees, third party organisations.

Typical Experience

At least 10-15 years of relevant industry experience.

Other Comments

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

POSITION DESCRIPTION

Position Title: Service Delivery Manager (Small)
Position Code: 26085
Career Level: 3

Responsible for

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

Reports To

Client Services Director, Service Delivery Manager (Large).

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

Client Service Director, Outsourced IT staff.

External Contacts

Clients, client employees, third party organisations.

Typical Experience

At least 10-15 years of relevant industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Principal Solutions Architect
Position Code: 26090
Career Level: 5

Responsible for

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

Reports To

IT Outsourcing Manager.

Supervises

May supervise outsourcing employees.

Main Activities

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

Key Skills

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

Internal Contacts

IT Contracting employees.

External Contacts

Clients' IT departments.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Solutions Architect
Position Code: 26095
Career Level: 4

Responsible for

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

Reports To

IT Outsourcing Manager.

Supervises

May supervise teams of up to 10 outsourcing employees.

Main Activities

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

Key Skills

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

Internal Contacts

IT contracting employees.

External Contacts

Clients' IT departments.

Typical Experience

At least 5 years experience in an IT contracting environment.

Other Comments

POSITION DESCRIPTION

Position Title: Solutions Architect
Position Code: 26100
Career Level: 3

Responsible for

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

Reports To

IT Outsourcing Manager, Principal Solutions Architect.

Supervises

May supervise teams of approximately 5 outsourcing employees.

Main Activities

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

Key Skills

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

Internal Contacts

IT Contracting employees.

External Contacts

Clients' IT departments.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Pricing Analyst
Position Code: 26105
Career Level: 4

Responsible for

Providing financial planning costing and commercial due diligence support to new business development opportunities.

Reports To

New Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing decision support to contract negotiations, implementation and renewal.
- Using sophisticated computer modelling techniques to plan the cost and price of new business.
- Liaising with customer peers during Bids.
- Advising Bid Team members on commercial aspects of the deal.
- Providing decision support to contract negotiations.
- Leading preparation of forecasts, budgets, operating statistics and financial analysis for business proposals, determining methods and timelines.
- Recognising and solving complex business problems through financial analysis.
- Using and creating advanced financial models to complete tasks and automate work.
- Developing an understanding of proposal development processes, and guidelines to produce quality deliverables.
- Participating in due diligence activities.

Key Skills

- Excellent oral and written communication skills.
- Strong interpersonal skills and a team player.
- High level of business and technology understanding.
- Strong analytical skills and recognised as leading expert in specialty area.
- Ability to apply methodologies to complex situations.

Internal Contacts

Service Delivery Managers, IT staff, Executive Management.

External Contacts

Clients, client employees, third party organisations, Financiers, Auditors.

Typical Experience

Some Financial Control and Auditing experience. Must have recognised accounting qualification.

Other Comments

Alternative Title: Commercial/Financial Analyst.

JOB FAMILY: INFORMATION TECHNOLOGY

	Software Project Management
27005	Senior Software Project Manager
27010	Software Project Manager
27015	Project Leader
	Architecture
33017	Integration Architect
33018	Security Architect
33019	Enterprise Architect
	Project Support
18095	Senior Test Manager
18100	Test Manager
18105	Senior Test Analyst
18110	Test Analyst
34015	Quality Assurance Manager
34020	Senior Quality Assurance Analyst
34025	Quality Assurance Analyst
32040	Senior Technical Writer
32045	Technical Writer
	Applications Development
32005	Java/J2EE Senior Analyst Programmer
32010	Java/J2EE Analyst Programmer
32015	Java/J2EE Programmer
18070	Senior Analyst Programmer
18075	Analyst Programmer
18080	Senior Programmer
18085	Programmer
18090	Associate Programmer
32125	.NET Senior Analyst Programmer
32130	.NET Analyst Programmer
32135	.NET Programmer
	Change Control
36010	Change Control and Release Manager
36015	Change Control/Release Administrator
	Software Engineering
18285	Principal Design Engineer
18290	Senior Design Engineer
18295	Design Engineer (Advanced)
18300	Design Engineer
	Hardware Engineering
28045	Principal Hardware Design Engineer
28050	Senior Hardware Design Engineer
28055	Hardware Design Engineer
28060	Associate Hardware Design Engineer

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JOB FAMILY: INFORMATION TECHNOLOGY - Continuation

SAP

32020	SAP Project Manager
32024	Senior SAP Business Analyst
32025	SAP Business Analyst
32030	SAP Analyst Programmer
32035	SAP Programmer
32038	Senior SAP Basis Administrator
32039	SAP Basis Administrator

Database/Datawarehousing

32050	Database/Datawarehousing/BI Manager
32055	Senior Datawarehousing/BI Consultant
32060	Datawarehousing/BI Consultant
32104	Team Leader - Database Administrator
32105	Senior Database Administrator
32110	Database Administrator
32115	Trainee Database Administrator

Geographic Information Systems

32070	GIS/EIS Manager
32075	Technical Specialist - Geospatial
32080	Senior GIS Analyst
32085	GIS Analyst
32090	Senior GIS Database Administrator
32095	GIS Database Administrator

POSITION DESCRIPTION

Position Title: Senior Software Project Manager
Position Code: 27005
Career Level: 6

Responsible for

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

Reports To

General Manager, Divisional Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Software Project Manager
Position Code: 27010
Career Level: 5

Responsible for

Controlling the progress and quality of software development projects.

Reports To

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

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Project Leader
Position Code: 27015
Career Level: 4

Responsible for

Coordinating application development, implementation and quality control.

Reports To

Software Project Manager.

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

The role requires knowledge of and experience in people management.

POSITION DESCRIPTION

Position Title: Integration Architect
Position Code: 33017
Career Level: 4

Responsible for

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

Reports To

Manager, Architecture

Supervises

No supervisory responsibilities

Main Activities

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

Key Skills

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

Internal Contacts

All users, other Systems/Infrastructure specialists, IT Management

External Contacts

Technology/External vendors

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Security Architect
Position Code: 33018
Career Level: 4

Responsible for

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

Reports To

Manager, Architecture

Supervises

No supervisory responsibilities

Main Activities

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

Key Skills

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

Internal Contacts

All users, Senior Management, IT Management

External Contacts

Relevant professional groups, external organisations

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Enterprise Architect
Position Code: 33019
Career Level: 4

Responsible for

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

Reports To

Manager, Architecture

Supervises

No supervisory responsibilities

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Strategic partners and vendors

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Test Manager
Position Code: 18095
Career Level: 5

Responsible for

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

Reports To

Project Director, General Manager - Applications Services.

Supervises

Test Managers, Test Analysts.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Vendors, Outsourcers.

Typical Experience

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

Other Comments

Alternative Title: Project Manager - Testing.

POSITION DESCRIPTION

Position Title: Test Manager
Position Code: 18100
Career Level: 4

Responsible for

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

Reports To

Senior Test Manager.

Supervises

Test Analysts.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Vendors, Outsourcers.

Typical Experience

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

Other Comments

Alternative Title: Project Manager - Testing.

POSITION DESCRIPTION

Position Title: Senior Test Analyst
Position Code: 18105
Career Level: 3

Responsible for

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

Reports To

Test Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Project managers, development teams, users.

External Contacts

Typically none.

Typical Experience

Solid commercial IT experience, industry knowledge and at least 1-3 years Testing experience coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Test Analyst
Position Code: 18110
Career Level: 2

Responsible for

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

Reports To

Test Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Project managers, Development Teams, Users.

External Contacts

Typically none.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: 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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

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: Senior Analyst Programmer
Position Code: 18070
Career Level: 4

Responsible for

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

Reports To

Project Manager.

Supervises

May mentor Analyst Programmers.

Main Activities

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

Key Skills

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

Internal Contacts

Users and User groups, Development Team Members.

External Contacts

Vendors of Hardware and Software.

Typical Experience

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

Other Comments

Alternative Titles: Technician; Applications Supervisor; Systems Analyst.

POSITION DESCRIPTION

Position Title: Analyst Programmer
Position Code: 18075
Career Level: 3

Responsible for

Developing and maintaining applications software.

Reports To

Project Leader, Senior Analyst Programmer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Users and user groups, development team members.

External Contacts

Vendors of Hardware and Software.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Programmer
Position Code: 18080
Career Level: 3

Responsible for

Converting systems or applications specifications into effective programs.

Reports To

Software Project Manager, or Branch/Regional Software Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Creating and maintaining computer programs, such as operating systems, communications software, utility programs, compilers, database software.
- Installing the above on various computer systems, and testing program operation.
- Documenting developed software programs.
- Evaluating new programming tools and techniques.
- Ensuring all programs are developed to schedule, and required standards.
- Training junior programmers.

Key Skills

- Has developed skills in program design/creation, including a fluidity in one or more of the major programming languages, such as Cobol, Assembler, C, Fortran, PL/1, SQL etc.
- Likely to have specialist skills in fields such as real-time programming, I/O drivers and operating systems.

Internal Contacts

Systems Engineers, Systems Analysts, Field Service Engineers, Technical Support staff.

External Contacts

Hardware and software suppliers, external software specialists and consultants.

Typical Experience

At least 5 years in programming with exposure to a variety of projects and programming tasks.

Other Comments

Success in the role is highly dependent on technical and problem solving abilities.

POSITION DESCRIPTION

Position Title: Programmer
Position Code: 18085
Career Level: 2

Responsible for

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

Reports To

Project Manager, Senior Analyst Programmer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Users and user groups, development team members.

External Contacts

Hardware and Software Suppliers, External Software Specialists and Consultants.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Associate Programmer
Position Code: 18090
Career Level: 1

Responsible for

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

Reports To

Project Team Leader, Senior Analyst Programmer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Project Leader, Analyst Programmers.

External Contacts

Very limited contact with external contacts.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: .NET Senior Analyst Programmer
Position Code: 32125
Career Level: 4

Responsible for

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

Reports To

Project Manager, Project Team Leader.

Supervises

May mentor .NET Analyst Programmers.

Main Activities

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

Key Skills

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

Internal Contacts

Users and user groups, development team members.

External Contacts

Vendors of hardware and software.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: .NET Analyst Programmer
Position Code: 32130
Career Level: 3

Responsible for

Designing, developing and maintaining .NET applications.

Reports To

Project Manager, Project Team Leader, Senior Analyst Programmer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Users and user groups, development team members.

External Contacts

Vendors of hardware and software.

Typical Experience

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

Other Comments

Alternative Title: Software Developer, Applications Developer.

POSITION DESCRIPTION

Position Title: .NET Programmer
Position Code: 32135
Career Level: 2

Responsible for

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

Reports To

Project Manager, Senior Analyst Programmer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Users and user groups, development team members.

External Contacts

Hardware and software suppliers, external software specialists and consultants.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: 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 issues.

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.

Other Comments

POSITION DESCRIPTION

Position Title: Principal Design Engineer
Position Code: 18285
Career Level: 5

Responsible for

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

Reports To

Software Project Manager/Director.

Supervises

Design Engineering teams.

Main Activities

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

Key Skills

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

Internal Contacts

All project staff in the company, company management.

External Contacts

Prime contractor, customer sub-contractors and technical consultants.

Typical Experience

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

Other Comments

Alternative Title: Principal Software Engineer.

POSITION DESCRIPTION

Position Title: Senior Design Engineer
Position Code: 18290
Career Level: 4

Responsible for

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

Reports To

Principal Design Engineer.

Supervises

May supervise the activities of a team.

Main Activities

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

Key Skills

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

Internal Contacts

All project staff in the company, company management.

External Contacts

Prime contractors, customer sub-contractors and technical consultants.

Typical Experience

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

Other Comments

Alternate Title: Software Engineer.

POSITION DESCRIPTION

Position Title: Design Engineer (Advanced)
Position Code: 18295
Career Level: 3

Responsible for

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

Reports To

Principal Design Engineer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

All project staff in the company, company management.

External Contacts

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

Typical Experience

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

Other Comments

Alternative Title: Advanced Software Engineer

POSITION DESCRIPTION

Position Title: Design Engineer
Position Code: 18300
Career Level: 2

Responsible for

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

Reports To

Principal Design Engineer.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

All project staff in the company, company management.

External Contacts

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

Typical Experience

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

Other Comments

Alternative Title: Software Engineer.

POSITION DESCRIPTION

Position Title: Principal Hardware Design Engineer
Position Code: 28045
Career Level: 5

Responsible for

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

Reports To

Chief Design Engineer.

Supervises

Hardware Engineering teams.

Main Activities

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

Key Skills

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

Internal Contacts

All project staff in the company, company management.

External Contacts

Prime contractor, customer sub-contractors and technical consultants.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Hardware Design Engineer
Position Code: 28050
Career Level: 4

Responsible for

Designing the more complex parts of overall development projects.

Reports To

Project Manager.

Supervises

May supervise members of the project team.

Main Activities

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

Key Skills

- Developed skills and technical training in electronics/engineering.

Internal Contacts

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

External Contacts

Customers, primarily government and subcontractors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Hardware Design Engineer
Position Code: 28055
Career Level: 3

Responsible for

Designing assigned parts of overall development projects.

Reports To

Project Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

- Developed skills and technical training in electronics/engineering.

Internal Contacts

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

External Contacts

Customers, primarily government and subcontractors.

Typical Experience

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

Other Comments

May have subcontractor/manufacturing department interface.

POSITION DESCRIPTION

Position Title: Associate Hardware Design Engineer
Position Code: 28060
Career Level: 2

Responsible for

Carrying out detailed design tasks under supervision.

Reports To

Project Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

- Developed skills and technical training in electronics/engineering.

Internal Contacts

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

External Contacts

Customers, primarily government and subcontractors.

Typical Experience

Minimum three years experience in design of electronics systems equipment.

Other Comments

This is an entry level position in hardware design.

POSITION DESCRIPTION

Position Title: 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: Senior SAP Business Analyst
Position Code: 32024
Career Level: 4

Responsible for

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

Reports To

Professional Services Manager, Team Leader, SAP Project Manager

Supervises

May lead less experienced SAP Business Analysts or Functional Consultants.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

Alternative Title: Senior SAP Functional Consultant

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, Team Leader,

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.
- May implement modules such as SRM, CRM, Payroll or HR

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).

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.

Other Comments

POSITION DESCRIPTION

Position Title: Senior SAP Basis Administrator
Position Code: 32038
Career Level: 4

Responsible for

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

Reports To

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

Supervises

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

Main Activities

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

Key Skills

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

Internal Contacts

All users, SAP Project Teams, Technical Support Department.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: SAP Basis Administrator
Position Code: 32039
Career Level: 3

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

All users, SAP Project Teams, Technical Support Department.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

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

Key Skills

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

Internal Contacts

User Groups, Applications and Systems Groups.

External Contacts

Vendors of Hardware and Software.

Typical Experience

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

Other Comments

Alternative Title: Business Intelligence Manager.

POSITION DESCRIPTION

Position Title: Senior Datawarehousing/BI Consultant
Position Code: 32055
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: Team Leader - Database Administrator
Position Code: 32104
Career Level: 4

Responsible for

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

Reports To

Database Manager

Supervises

Senior DBA's & DBA's

Main Activities

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

Key Skills

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

Internal Contacts

All users, other Systems/Infrastructure specialists, IT Management

External Contacts

External suppliers, vendors, distributors, service providers and contractors

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Database Administrator
Position Code: 32105
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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

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.

Other Comments

JOB FAMILY: TELECOMMUNICATIONS

	Research & Development - Network Design
28005	Engineering Manager/Chief Design Engineer
28010	Project Manager - Network Development
28015	Team Leader - Network Development
28020	Senior Engineer - Network Development
28025	Engineer - Network Development
	Research & Development - Software Design
28030	Software Design Team Leader
28035	Senior Software Design Engineer
28040	Software Design Engineer
	Network Management Systems
28085	Team Leader - Network Management Systems
28090	Senior Engineer - Network Management Systems
28095	Engineer - Network Management Systems
28100	Intermediate Engineer - Network Management Systems
28105	Network Administrator
28110	Network Performance Engineer
	Customer Technical Support
28065	Field Technical Services Manager
28070	Team Leader Customer Service Engineer/Technician
28075	Senior Customer Service Engineer/Technician
28080	Customer Service Engineer/ Technician
	Cellular Network
28115	Group Leader - Cellular Design & Performance Group
28120	Technical Specialist - Cellular Design & Performance Group
28125	Senior Cellular RF Design/Performance Engineer
28130	Cellular Network Engineer

POSITION DESCRIPTION

Position Title: Engineering Manager/Chief Design Engineer
Position Code: 28005
Career Level: 5

Responsible for

Managing a group of Technical Engineers engaged in the design, building and testing of specialist telecommunications equipment. Controlling the progress and quality of Software or Hardware development projects.

Reports To

Research and Development Manager/Chief Design Engineer.

Supervises

Industrial Engineers, Project Leaders/Managers.

Main Activities

- Controlling project schedules so that systems design or development projects are completed and tested on time and to required quality standards.
- Establishing the quality standards of the systems development and ensuring adherence across teams.
- Managing the design, building and testing of equipment for the manufacturing of telecommunication products.
- Managing the installation of the equipment.
- Negotiating the supply of equipment, where necessary.
- Monitoring the industry for new manufacturing processes and equipment.
- Preparing and managing budgets associated with the new manufacturing processes.

Key Skills

- Above average electronic engineering skills.
- Skills in management of product engineering, documentation and configuration control.
- Strong engineering design ability.
- Project management, financial management, planning and organising skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry and market.

Internal Contacts

Sales, Marketing, Finance, Human Resources and MIT departments.

External Contacts

Major customers, Suppliers.

Typical Experience

At least 8-10 years of experience, preferably in Software Development, in a R and D environment with at least 4 years in Project Management. Tertiary level qualifications.

Other Comments

An expert in focusing leading edge research to produce well designed innovative and fully affordable software packages, or "leading edge" hardware design, through effective forward "visionary" coordination and control.

POSITION DESCRIPTION

Position Title: Project Manager - Network Development
Position Code: 28010
Career Level: 4

Responsible for

Controlling the quality and progress of network development/maintenance projects. Could either be responsible for one major project or a number of smaller ones.

Reports To

Engineering Manager/Chief Design Engineer

Supervises

Design Engineers, Network Engineers.

Main Activities

- Supervising team(s) of Development Specialists usually between 5 - 10 staff.
- Managing new development projects.
- Supporting of existing products.
- Controlling project schedules and quality standards.
- Delivering programs on time, meeting user requirements and in a manner easily modified and maintained.
- Liaising with customers and reporting project costs and progress to management.
- Suggesting and evaluating packaged applications software/hardware and development tools.
- Coordinating the duties of development teams.

Key Skills

- Should be an effective people leader, and must have good skills in User liaison and in controlling the planning and implementation of large applications development projects.

Internal Contacts

Manufacturing, Purchasing, Sales.

External Contacts

Major customers, Suppliers, Contractors.

Typical Experience

At least 7 years of experience in software/hardware development, with 3-4 years in Systems Design and project supervision.

Other Comments

POSITION DESCRIPTION

Position Title: Team Leader - Network Development
Position Code: 28015
Career Level: 4

Responsible for

Proactively planning and forecasting new and existing network elements. Planning, organising and monitoring the output of the team.

Reports To

Manager, Network Development.

Supervises

Typically a team of 4-10 staff.

Main Activities

- Providing guidance and producing detailed network plans and design specifications for new, and expanding existing network elements.
- Managing network changes through to a quality outcome.
- Providing quality reports and management for management and clients.
- Maintaining the delivery timeframes of engineering documents to all customers- internal and external.
- Approving recommendations on new hardware and software products/features.
- Ensuring smooth integration of designs.
- Conducting staff performance reviews and recruiting new staff.
- Ensuring the team's training and individual's development needs are met.
- Developing and monitoring budgets.

Key Skills

- Good analytical and problem solving skills.
- Thorough technical and verbal communication skills.
- Strong customer focus.
- Team leadership skills.

Internal Contacts

Engineering team, Technical support, Users.

External Contacts

Clients.

Typical Experience

Minimum 4-5 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Engineer - Network Development
Position Code: 28020
Career Level: 3

Responsible for

Proactively planning, forecasting and designing new network elements for integration into the network and optimising existing network elements.

Reports To

Team Leader.

Supervises

Some supervision of Graduates and Intermediate Engineers.

Main Activities

- Providing guidance and producing detailed network plans and design specifications for developing and expanding existing network elements as assigned.
- Managing network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks and writing reports for colleagues and management.
- Maintaining the delivery timeframes of engineering documents to all customers - internal and external.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of designs.
- Managing testing and approving recommendations on new hardware and software products/features.

Key Skills

- Good analytical problem solving skills.
- Thorough technical knowledge of network elements.
- Good written and oral communication skills.
- Strong customer focus.
- Time management skills

Internal Contacts

Engineering team, Technical Support, Users.

External Contacts

Clients.

Typical Experience

At least 4-5 years experience in the Telecommunications industry.

Other Comments

POSITION DESCRIPTION

Position Title: Engineer - Network Development
Position Code: 28025
Career Level: 2

Responsible for

Planning and designing new network elements for integration into the network and optimising existing network elements.

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Producing detailed network plans and design specifications for developing and expanding existing network elements as assigned.
- Managing limited network changes through to a quality outcome.
- Providing thorough and quality documentation on tasks and writing reports for colleagues and management.
- Maintaining the delivery timeframes of engineering documents to all customers - internal and external.
- Ensuring smooth integration of designs.
- Testing and making recommendations on new hardware and software products/features.

Key Skills

- Good analytical skills.
- Thorough technical knowledge of network elements.
- Good written and oral communication skills.
- A strong customer focus.

Internal Contacts

Engineering Team, Technical Support, Users.

External Contacts

Clients.

Typical Experience

At least 2-3 years experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other Comments

POSITION DESCRIPTION

Position Title: Software Design Team Leader
Position Code: 28030
Career Level: 4

Responsible for

Developing, planning and implementing effective analysis, design, programming and testing skills in the production of software systems.

Reports To

Chief Systems Engineer.

Supervises

Software Engineering Team.

Main Activities

- Supervising the activities of a team of assigned Software Engineers to provide effective analysis, design, programming and testing skills in the production of software systems.
- Allocating assigned manpower, material, equipment and supply resources for optimum utilisation and informing management of potential problems and obstacles which could affect project schedule or completion.
- Performing administrative tasks to support the internal quality and control requirements defined by company policy. This may include acting as a Cost Account Manager in the Cost/Schedule control system for certain work packages.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project and software requirements as part of specific assigned work packages, in accordance with designated company standards.
- Developing software designs according to specific work packages and project needs in accordance with designated company standards of methodology, style and quality.
- Producing code in accordance with specifications and designs to comply with company standards of methodology and quality.
- Performing technical tasks, including unit test functions to support the internal quality and control arrangements as defined.
- Undertaking integration planning and software building definition tasks.

Key Skills

- Good written and oral communication skills.
- Process management skills.
- Ability to effectively lead, motivate and direct professional technical personnel.

Internal Contacts

All Project staff.

External Contacts

Prime Contractor, Customers, Sub-contractors and Technical Consultants.

Typical Experience

Bachelor's degree or equivalent combination of education and experience within Software Design. Technical knowledge equivalent to that obtained from 8 years or more experience working with increasingly complex technical assignments. Will typically possess a masters degree or a PHD.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Software Design Engineer
Position Code: 28035
Career Level: 3

Responsible for

Applying effective analysis, design, programming and testing skills to the production of software systems. Working within well defined system and technology areas with methodology, systems characteristics and design rules.

Reports To

Team Leader/Software Design, Engineering Manager/Chief Design Engineer.

Supervises

May supervise Software Design Engineers.

Main Activities

- Performing complicated and difficult Software Design of major complexity under general supervision requiring a high degree of technical competence.
- Conducting analysis of project and software requirements as part of specific assigned work packages, in accordance with designated organisation standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing Software Designs according to specific work packages and project needs.
- Using and promoting the extension and maintenance of organisation coding and Design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements.
- Undertaking assigned integration planning and Software building definition tasks.
- Providing first-hand supervision and technical guidance to designated lower level Software Engineers on assigned activities.
- Consolidating results of component elements of a major project performed by others or self into an integrated total assignment.
- Acting in the capacity of a Technology Specialist or authority on which they may initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program, if required.

Key Skills

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

Internal Contacts

Management, Project staff.

External Contacts

Prime Contractors, Customer Sub-contractors, Technical Consultants.

Typical Experience

At least 5-7 years of experience in Software Development coupled with a bachelor's degree, honours/masters degree or PHD in Electrical Engineering, Computer Science or related discipline.

Other Comments

POSITION DESCRIPTION

Position Title: Software Design Engineer
Position Code: 28040
Career Level: 3

Responsible for

Applying effective analysis, design, programming and testing skills to the production of software systems. A Software Designer mostly works within well defined system and technology areas with methodology, systems characteristics and design rules.

Reports To

Senior Software Design Engineer.

Supervises

May guide activities of Trainees.

Main Activities

- Performing professional software design assignments of considerable complexity, requiring complicated analysis, planning and execution, under general direction with considerable discretion as to work details.
- Conducting analysis of project and software requirements as part of specific assigned work packages, in accordance with designated company standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing software designs according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using and promoting the extension and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.

Key Skills

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

Internal Contacts

All Project staff, Management, Customer Service staff.

External Contacts

Prime Contractors, Customers, Sub-contractors and Technical Consultants.

Typical Experience

Tertiary qualifications in Computer Science or a related discipline. Will have 1-5 years of experience depending on level of education achieved.

Other Comments

POSITION DESCRIPTION

Position Title: Team Leader - Network Management Systems
Position Code: 28085
Career Level: 4

Responsible for

Leading a team of Engineers in providing pro-active support of the network, including real-time surveillance, monitoring, analysis, activation and fault management. Taking immediate corrective action where required.

Reports To

Network Configuration Performance Manager.

Supervises

A team of Engineers - Network Management Systems.

Main Activities

- Monitoring, analysing and managing the performance of specified networks and/or services, ensuring the restoration of faults within agreed time frames and quality standards, and monitoring fault management targets.
- Assisting in the development and implementation of standards and procedures for network operations and processes for vendor support to ensure timely resolution of failed systems. Coordinating changes and outages to the network, ensuring they are implemented in a controlled manner.
- Upgrading paths of Network Management Systems, hardware and software, and forecasting guidance and expertise for maintenance and administration of systems.
- Ensuring system availability to end-users and activating traffic management functions to minimise the impact of network faults, equipment outages and congestion.
- Implementing procedures to measure and track the performance quality of the real time network.
- Leading and performing tests for the implementation of new services, programming for the rearrangement and integration of new network elements and performing integration testing and alarm verification in cooperation with other groups to ensure the smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools and liaising with other Carrier's Fault Management Centres and other technical groups within the organisation regarding real time, long term faults and ongoing improvements and enhancements to Network Management Systems.

Key Skills

- Specialist technical knowledge of relevant Network Management Systems and leadership skills.
- Ability to transform customer requirements into a technical solution and work according to deadlines.
- Analytical and problem solving ability, coupled with excellent communication skills and a strong customer focus.

Internal Contacts

Network Management Staff, Technical Field Staff, Senior Management, other Technical Staff.

External Contacts

Clients, Contractors, Vendors, Other Carriers.

Typical Experience

3-4 years of technical experience and at least 2 years of supervisory experience, coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Engineer - Network Management Systems
Position Code: 28090
Career Level: 3

Responsible for

Being proactive in administration, analysis, development and maintenance of the network performance systems.

Reports To

Team Leader.

Supervises

Some supervision of Graduates and Intermediate Engineers.

Main Activities

- Holding responsibility for upgrade paths of the network performance systems, hardware and software.
- Forecasting guidance and expertise for maintenance and administration of systems.
- Ensuring system availability to end-users.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools.

Key Skills

- Thorough technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Good written and verbal communication skills.
- Strong customer focus.
- Time management.

Internal Contacts

Engineering team, Technical Support, Users.

External Contacts

Clients.

Typical Experience

At least 4-5 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other Comments

POSITION DESCRIPTION

Position Title: Engineer - Network Management Systems
Position Code: 28095
Career Level: 3

Responsible for

Adminstrating, analysing, developing and maintaining the network performance systems.

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Holding responsibility for the maintenance and administration of the systems.
- Monitoring, tuning and trend analysis of the systems/network performance.
- Assisting in the processes of network planning and development.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending and implementing new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.
- Developing and improving network reporting tools.

Key Skills

- Thorough technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Good written and verbal communication skills.
- Strong customer focus.
- Good time management ability.

Internal Contacts

Engineering team, Technical Support, Users.

External Contacts

Clients.

Typical Experience

At least 2-3 years of experience in the Telecommunications industry. Tertiary qualifications or equivalent.

Other Comments

POSITION DESCRIPTION

Position Title: Intermediate Engineer - Network Management Systems
Position Code: 28100
Career Level: 2

Responsible for

Adminstrating, analysing, developing and maintaining the network performance systems.

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Being responsible for the maintenance and administration of systems as assigned but under guidance.
- Ensuring system availability to end-users.
- Contributing to recommendations on upgrade paths of the network performance systems, hardware and software.
- Monitoring, tuning and performing trend analysis of the systems/network performance.
- Contributing to the processes of network planning and development.
- Maintaining the delivery timeframes of engineering documents/reports to customers.
- Recommending new strategies for improvements to existing processes.
- Ensuring smooth integration of upgrades and new system developments.

Key Skills

- Good technical knowledge of relevant systems.
- Ability to work with detail to develop customers' requirements.
- Good analytical problem solving skills.
- Strong customer focus.
- Good time management skills.

Internal Contacts

Engineering team, Technical Support staff, Users.

External Contacts

Clients.

Typical Experience

Tertiary qualifications or equivalent with 1 year of experience in the Telecommunications industry.

Other Comments

POSITION DESCRIPTION

Position Title: Network Administrator
Position Code: 28105
Career Level: 2

Responsible for

Managing orders processing and network databases to ensure that all new orders and existing records are accurately entered and maintained for the purposes of optimising the Network routing and revenue.

Reports To

Network Configuration Performance Manager, Team Leader - Network Management Systems.

Supervises

No supervisory responsibilities.

Main Activities

- Managing network orders to optimise the network routing and revenue.
- Entering new orders and maintaining existing customer records in the network databases according to information typically provided by Provisioning Officers within the organisation.
- Liaising with the organisation's Orders Coordinators in the process of orders clarification.
- Managing orders registration database as well as orders archiving.
- Providing technical support for orders receiving, distribution and registering.
- Maintaining the network topologies.

Key Skills

- In-depth knowledge of the organisations ordering system.
- Good working knowledge of databases and spreadsheet applications.
- Understanding of the organisation's network architectures.

Internal Contacts

Regional Customer Services, Field Operations, Marketing.

External Contacts

Customers at an operational level and Equipment Suppliers.

Typical Experience

1-2 years of experience, either in a Clerical role or a Database Management role, coupled with qualifications including CPS and CFRS data services, OMNI ordering system, Access Database training or equivalent.

Other Comments

In smaller organisations, the responsibilities in this role will typically be performed by the Engineer - Network Management Systems. In larger organisations, this role will typically be an entry level position for progression towards Network Performance Engineer or Engineer - Network Management Systems.

POSITION DESCRIPTION

Position Title: Network Performance Engineer
Position Code: 28110
Career Level: 3

Responsible for

Preparing network reports and performing associated traffic and fault analysis. Reporting, analysing and optimising networks and platforms.

Reports To

Network Configuration Performance Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Producing performance reports and performance recommendations based on information and statistics taken from the network elements.
- Pro-actively monitoring network performance data and traffic reports, highlighting potential problems and recommending solutions.
- Performing chronic network and customer fault analysis.
- Obtaining, monitoring and validating customer access performance and call statistics.
- Producing and managing reports outlining the quality and service levels of network corrective actions.
- Monitoring network growth requirements and highlighting capacity problems.
- Producing weekly, monthly and yearly reports using standard analytical techniques.
- Managing key measures and target values in the network performance monitoring process.
- Developing customised procedures and tools for performance monitoring.

Key Skills

- Technical knowledge of relevant Networking Systems.
- Good working knowledge of Databases and UNIX basic commands and editors or equivalent.
- Understanding of the organisation's network architectures.
- Analytical and problem solving ability.
- Excellent communication skills.

Internal Contacts

Regional Customer Services, Field Operations, Marketing, Network Management Systems Engineers.

External Contacts

Customers at operational level and Equipment Suppliers.

Typical Experience

At least 2-3 years of relevant experience as a Network Administrator, with a strong technical background. May have relevant tertiary qualifications.

Other Comments

This role is unique from the Engineers - Network Management Systems. It is independent in so far as it often analyses network reports, traffic performance and fault analysis after the event and does not make immediate responses to network faults and traffic congestion.

POSITION DESCRIPTION

Position Title: Field Technical Services Manager
Position Code: 28065
Career Level: 5

Responsible for

Controlling Field Technical Support and Post Sales Technical Support activities during project installations within a large region to achieve customer service and expense control objectives.

Reports To

Technical Support Engineering Manager.

Supervises

A team of Customer Support and Technical Support Engineers.

Main Activities

- Coordinating and supervising the operation of regional Field Technical Support services and Project Installation services.
- Providing Technical Support in feasibility studies and equipment demonstrations.
- Preparing field service and inventory budgets and projections.
- Monitoring customer difficulties and warranty claims and reporting problems.
- Recruiting, managing and training Customer Service Engineers and monitoring contractor staff in order to meet the human resources requirements of all projects.
- Planning, developing, implementing, monitoring, evaluating, and enhancing Field Technical Support policies and procedures.

Key Skills

- Strong technical background, detailed product knowledge and client focus.
- Project management skills.
- Ability to analyse and solve complex technical problems.
- Leadership capabilities, coupled with excellent communication and negotiation skills.
- Ability to listen to client needs/problems and translate them into Technical solutions.

Internal Contacts

Management, Sales and Marketing staff, Operations staff and Logistics Managers.

External Contacts

Customers at all levels, Distributors, Parts Suppliers, and Contractors.

Typical Experience

Typically at least 5 years of experience in Customer Service and Technical Support, coupled with relevant tertiary qualifications.

Other Comments

Alternative Title: Branch Field Engineering Manager.

POSITION DESCRIPTION

Position Title: Team Leader Customer Service Engineer/Technician
Position Code: 28070
Career Level: 4

Responsible for

Planning, organising and controlling the human and material resources required for providing timely and quality service of telecommunications equipment at client sites and acting as the organisation's most senior Customer Service Engineer/Technician ensuring the rectification of all faults.

Reports To

Field Technical Service Manager.

Supervises

Customer Service Engineers/Technicians.

Main Activities

- Assuming overall responsibility for the service and maintenance of telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to installation or development staff.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Controlling and maintaining test equipment for service support.
- Maintaining branch system support for facilities for case testing and training.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.
- Developing and promoting technical skills of Customer Service Engineers/Technicians.

Key Skills

- Complete knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Leadership skills and mentoring capability.
- Complex problem solving skills.
- Driver's License.

Internal Contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

External Contacts

Customers and Contractors.

Typical Experience

At least 8 years of experience, including 2 years of supervisory experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Customer Service Engineer/Technician
Position Code: 28075
Career Level: 4

Responsible for

Achieving customer satisfaction by providing quality and timely service of Telecommunications equipment at client sites and performing third level Technical Support to ensure the rectification of all faults.

Reports To

Team Leader Customer Service Engineer/Technician.

Supervises

No formal supervisory responsibility, but may mentor more junior Customer Service Engineers/Technicians.

Main Activities

- Servicing and maintaining telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to the Team Leader Customer Service Engineers/Technicians.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Maintaining test equipment for service support.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.

Key Skills

- Detailed knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Complex problem solving skills.
- Driver's License.

Internal Contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

External Contacts

Customers and Contractors.

Typical Experience

At least 6 years of experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Service Engineer/ Technician
Position Code: 28080
Career Level: 3

Responsible for

Achieving customer satisfaction by providing quality and timely service of Telecommunications equipment at client sites and performing third level Technical Support to ensure the rectification of all faults.

Reports To

Team Leader Customer Service Engineer/Technician.

Supervises

No formal supervisory responsibility, but may mentor more junior Customer Service Engineers/Technicians.

Main Activities

- Servicing and maintaining telecommunications equipment at client sites within established time and quality standards.
- Interpreting and rectifying complex problems and escalating unresolved faults to the Team Leader Customer Service Engineers/Technicians.
- Providing facility descriptions and user instructions.
- Undertaking complex traffic studies on customer networks and producing recommendations for network improvements, future facilities and implications.
- Maintaining test equipment for service support.
- Developing and maintaining good customer relations with clients and regularly reporting on site visits.

Key Skills

- Detailed knowledge of command structures and relationships between parameters in third generation PABX's, common Channel Signalling and Channel Associate Signalling and communication protocols including ISON, CAS
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.
- Complex problem solving skills.
- Driver's License.

Internal Contacts

Technical Support Specialist, Installation staff, Development staff, Field Technicians and Warehouse staff.

External Contacts

Customers and Contractors.

Typical Experience

At least 6 years of experience, coupled with relevant tertiary qualifications or equivalent trade certifications.

Other Comments

POSITION DESCRIPTION

Position Title: Group Leader - Cellular Design & Performance Group
Position Code: 28115
Career Level: 5

Responsible for

Supervising RF design work associated with the network. Developing guidelines for the Network operation with the Engineering and Marketing Departments. Managing the existing cellular network to ensure performance within key performance indicators.

Reports To

Research and Development Manager/Technical Director.

Supervises

Leads staff within a team and creates an effective team environment.

Main Activities

- Working with Marketing and Engineering to develop a plan for network growth which meets the company's business requirements. Communicating plans to Design staff and ensuring that network development follows the plan.
- Supervising subordinate staff and establishing a performance and development plan for each.
- Ensuring that all activities in area of control comply with the required performance standards.
- Planning and managing special projects as required, including new technology evaluation tools, development practices and procedures.

Key Skills

- Excellent appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network planning principles;
 - Traffic theory;
 - Mobile Network Systems.
- Proven supervisory ability and effective oral communication skills.
- Excellent computer skills.

Internal Contacts

Engineering and Marketing staff.

External Contacts

Suppliers.

Typical Experience

Degree in Electronic or Communications Engineering, with at least 5 or more years experience in a field related to Radio Propagation or RF equipment.

Other Comments

POSITION DESCRIPTION

Position Title: Technical Specialist - Cellular Design & Performance Group
Position Code: 28120
Career Level: 4

Responsible for

Performing RF design work associated with the carrier network. Providing technical support and expertise to other team members. Managing the existing cellular network to ensure performance within key performance indicators.

Reports To

Group Leader - Cellular Design and Performance Group.

Supervises

No supervisory responsibilities.

Main Activities

- Using computer models or field tests, and comparing candidates for suitability taking into account performance of the overall and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters.
- Managing the integration of new sites into the network.
- Overseeing the work of Design staff - providing technical support and expertise.
- Monitoring and managing the performance of all or part of the network, performing reconfiguration work as required. Planning and executing large scale network changes.
- Managing the network frequency plan.
- Managing network capacity, to ensure customer requirements are met for up to 6 months.
- Introducing relevant new technologies.
- Keeping the Group Leader informed on all design and performance issues.
- Planning and managing special projects as required, including new technology evaluation tools, development practices and procedures.

Key Skills

- Excellent appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network planning principles;
 - Traffic theory;
 - Mobile Network systems.
- Effective oral communication skills.
- Excellent computer skills.

Internal Contacts

Engineering and Marketing staff.

External Contacts

Suppliers.

Typical Experience

8-10 years of experience in a field related to radio propagation or RF equipment, coupled with tertiary qualifications in Electronic or Communications Engineering.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Cellular RF Design/Performance Engineer
Position Code: 28125
Career Level: 3

Responsible for

Performing RF design work associated with the carrier network within technical and business guidelines. Assisting in managing the existing cellular network to ensure performance within key performance indicators.

Reports To

Group Leader - Cellular Design and Performance Group.

Supervises

First level supervision.

Main Activities

- Identifying candidate sites for development into the base station infrastructure and working within the planned overall network and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters under supervision.
- Managing the integration of new sites into the operational network.
- Monitoring and managing the performance of all or part of the network, and performing reconfiguration work as required.
- Planning and executing large scale network changes.
- Keeping the Team Leader informed on all design and performance issues within relevant responsibility guidelines.
- Completing special projects as required, including new technology evaluation tools, development practices and procedures.

Key Skills

- Good appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network planning principles;
 - Traffic theory;
 - Mobile Network Systems.
- Ability to work closely within a team.
- Effective oral communication skills.
- Excellent computer skills.

Internal Contacts

Engineering and Marketing staff.

External Contacts

Suppliers.

Typical Experience

At least 3-5 years experience in a field related to radio propagation, RF equipment or equivalent service, coupled with tertiary qualifications in Electronic or Communications Engineering.

Other Comments

POSITION DESCRIPTION

Position Title: Cellular Network Engineer
Position Code: 28130
Career Level: 2

Responsible for

Performing RF design work associated with the carrier network within technical and business guidelines. Assisting in managing the cellular network.

Reports To

Group Leader - Cellular Design and Performance Group.

Supervises

No supervisory responsibilities.

Main Activities

- Identifying candidate sites for development into the base station infrastructure.
- Using computer models or field tests and comparing candidates for suitability, taking into account performance of the overall network and other relevant factors.
- Preparing site design documentation for new sites, including specifying equipment and site parameters under supervision.
- Assisting with special projects as required including new technology evaluation, tools development, practices and procedural documentation.
- Investigating and testing parts as directed and suggesting network modifications.
- Performing drive testing and providing support for Customer Service groups.

Key Skills

- Appreciation of one or more of the following:
 - Radio propagation theory and modelling;
 - Antenna design and implementation principles;
 - Cellular Network theory;
 - Traffic theory.
- Ability to work closely within a team.
- Effective oral communication skills.
- Excellent computer skills.

Internal Contacts

Customer Support staff.

External Contacts

Suppliers.

Typical Experience

Degree in Electronic or Communications Engineering or equivalent experience.

Other Comments

During the initial orientation period the Graduate operates under direct supervision and exercises little autonomy, but as he/she gains experience and progresses over time, limited autonomy is allowed under general supervision.

JOB FAMILY: GRADUATES

20005	New Graduate - 3 Year Non-Technical Degree
20010	New Graduate - 4 Year Non-Technical Degree
20015	New Graduate - 3 Year Technical Degree
20020	New Graduate - 4 Year Technical Degree
20025	New Graduate - 5 Year Double Degree

POSITION DESCRIPTION

Position Title: New Graduate - 3 Year Non-Technical Degree
Position Code: 20005
Career Level: 1

Responsible for

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

Reports To

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

staff at all levels.

External Contacts

No external contacts.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: New Graduate - 4 Year Non-Technical Degree
Position Code: 20010
Career Level: 1

Responsible for

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

Reports To

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

staff at all levels.

External Contacts

No external contacts.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: New Graduate - 3 Year Technical Degree
Position Code: 20015
Career Level: 1

Responsible for

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

Reports To

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

staff at all levels.

External Contacts

No external contacts.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: New Graduate - 4 Year Technical Degree
Position Code: 20020
Career Level: 1

Responsible for

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

Reports To

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

staff at all levels.

External Contacts

No external contacts.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: New Graduate - 5 Year Double Degree
Position Code: 20025
Career Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision.

Reports To

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

staff at all levels.

External Contacts

No external contacts.

Typical Experience

5 Year Double Degree.

Other Comments

Employees in this role may work within Technical and Non-Technical job families.
