**Position Family: Corporate IT**

*DevOps*

 Principal DevOps Engineer [ITC.49191.5](#bookmark110)

 Senior DevOps Engineer [ITC.49191.4](#bookmark111)

 DevOps Engineer [ITC.49191.3](#bookmark112)

*IT Senior Management*

Chief Information Officer [EXE.IT010.7](#bookmark113)

*IT Applications Services*

Applications Development Team Leader [ITC.45359.4](#bookmark114)

Senior Developer [ITC.45066.4](#bookmark115)

Developer [ITC.45066.3](#bookmark116)

Associate Developer [ITC.45066.2](#bookmark117)

Junior Developer [ITC.45066.1](#bookmark118)

 Digital/Online Development Team Leader [ITC.45335.4](#bookmark119)

 Senior Digital/Online Developer [ITC.45335.3](#bookmark120)

Digital/Online Developer [ITC.45235.2](#bookmark121)

Senior Systems Analyst [ITC.45170.4](#bookmark122)

Systems Analyst [ITC.45070.3](#bookmark123)

 Senior User Interface Developer [ITC.45074.4](#bookmark124)

 User Interface Developer [ITC.45074.3](#bookmark125)

*IT Infrastructure*

General Manager - IT Services/Infrastructure [EXS.85011.6](#bookmark126)

IT Manager [ITC.45024.5](#bookmark127)

Systems Programming Manager [ITC.45060.5](#bookmark128)

Senior Systems Programmer [ITC.45060.4](#bookmark129)

Systems Programmer [ITC.45060.3](#bookmark130)

Associate Systems Programmer [ITC.45060.2](#bookmark131)

*IT Professional Services*

Senior Business Analyst [ITC.45067.4](#bookmark132)

Business Analyst [ITC.45067.3](#bookmark133)

Associate Business Analyst [ITC.45067.2](#bookmark134)

*IT Support*

Desktop Support Manager [ITC.45068.5](#bookmark135)

Senior Desktop Support Analyst [ITC.45068.3](#bookmark136)

Desktop Support Analyst [ITC.45068.2](#bookmark137)

Helpdesk Team Leader [ITC.45168.3](#bookmark138)

Senior Helpdesk Operator [ITC.45168.2](#bookmark139)

Helpdesk Operator [ITC.45068.1](#bookmark140)

*Graduates*

Graduate - Technical (1-2 years) [GRD.80030.1](#bookmark141)

Graduate - Technical (Entry Level <1 year) [GRD.80020.1](#bookmark142)

**Position title: Principal DevOps Engineer**

**Aon Position code: ITC.49191.5**

**Level: 5**

**Responsible for**

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

# Report to

DevOps Manager

# Supervises

Senior DevOps Engineer, DevOps Engineer

# Main activities

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

# Key skills

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

# Internal contacts

Users, Applications and Systems Team.

# External contacts Typical experience

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

# Other comments

**Position title: Senior DevOps Engineer**

**Aon Position code: ITC.49191.4**

**Level: 4**

**Responsible for**

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

# Report to

Principal DevOps Engineer, Technical Lead DevOps.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Users, Applications and Systems Team.

# External contacts Typical experience

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

# Other comments

**Position title: DevOps Engineer**

**Aon Position code: ITC.49191.3**

**Level: 3**

**Responsible for**

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

# Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Users, Applications and Systems Team.

# External contacts Typical experience

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

# Other comments

**Position title: Chief Information Officer**

**Aon Position code: EXE.IT010.7**

**Level: 7**

**Responsible for**

Ensuring the effective development and operation of computing and information services which support strategic operations of the organisation.

# Report to

Chief Executive/Managing Director.

# Supervises

Operations staff, systems development and support staff.

# Main activities

* Participating in major corporate decisions, particularly where IT has a major influence on the competitive advantage and profitability of the organisation.
* Setting and controlling IT operational and development expenditures within budget.
* Developing the forecasting and planning for equipment and software purchases in relation to projected user requirements.
* Establishing and maintaining standards in relation to operations, programming, and security.
* Participating in policy-making as a member of a senior management team.

# Key skills

* Requires people management and leadership abilities, together with professional standards of planning and budgeting.
* May have formal business training in addition to technical experience.

# Internal contacts

Senior Management, all user departments, finance and administration.

# External contacts

Suppliers of equipment and peripherals, software suppliers and consultants.

# Typical experience

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

# Other comments

**Position title: Applications Development Team Leader Aon Position code: ITC.45359.4**

**Level: 4**

**Responsible for**

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

# Report to

Applications Development Manager.

# Supervises

Senior Developer, Developer, Associate Developer, Junior Developer.

# Main activities

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

# Key skills

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

# Internal contacts

Users and user groups, development team members.

# External contacts

Vendors of hardware and software.

# Typical experience

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

# Other comments

**Position title: Senior Developer**

**Aon Position code: ITC.45066.4**

**Level: 4**

**Responsible for**

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

# Report to

Project Manager, Divisional Manager - Service Line, Applications Development Team Leader.

# Supervises

May mentor Developers.

# Main activities

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

# Key skills

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

# Internal contacts

Users and user groups, development team members.

# External contacts

Vendors of hardware and software.

# Typical experience

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

# Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer.

# Position title: Developer

**Aon Position code: ITC.45066.3**

**Level: 3**

**Responsible for**

Designing, developing and maintaining applications software.

# Report to

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

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

User and User Groups, Development team members.

# External contacts

Vendors of hardware & software.

# Typical experience

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

# Other comments

Alternative Title: Software Developer, Applications Developer.

# Position title: Associate Developer

**Aon Position code: ITC.45066.2**

**Level: 2**

**Responsible for**

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

# Report to

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

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

* Developed skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM and/or SQL.
* 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

3+ years of experience in programming, coupled with tertiary qualifications in Computer Science.

# Other comments

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

# Position title: Junior Developer

**Aon Position code: ITC.45066.1**

**Level: 1**

**Responsible for**

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

# Report to

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

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Project Leader, Developers.

# External contacts

Very limited contact with external contacts.

# Typical experience

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

# Other comments

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

# Position title: Digital/Online Development Team Leader Aon Position code: ITC.45335.4

**Level: 4**

**Responsible for**

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

# Report to

Digital/Online Development Manager.

# Supervises

Senior Digital/Online Developer and Digital/Online Developer.

# Main activities

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

# Key skills

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

# Internal contacts

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

# External contacts

Suppliers of Product Support, Second Level Helpdesk.

# Typical experience

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

# Other comments

**Position title: Senior Digital/Online Developer Aon Position code: ITC.45335.3**

**Level: 3**

**Responsible for**

Developing and improving custom programs to enhance the company's external and internal websites.

# Report to

Digital/Online Development Team Leader.

# Supervises

May supervise more junior Digital/Online Developers.

# Main activities

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

# Key skills

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

# Internal contacts

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

# External contacts

Suppliers of Product Support, Second Level Helpdesk.

# Typical experience

3-5 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

# Other comments

**Position title: Digital/Online Developer**

**Aon Position code: ITC.45235.2**

**Level: 2**

**Responsible for**

Developing custom programs to enhance the company's external and internal websites.

# Report to

Digital/Online Development Team Leader.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

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

# External contacts

Suppliers of Product Support, Second Level Helpdesk.

# Typical experience

1-3 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

# Other comments

**Position title: Senior Systems Analyst**

**Aon Position code: ITC.45170.4**

**Level: 4**

**Responsible for**

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

# Report to

Project Manager, Systems Analysis Manager.

# Supervises

May mentor more junior Systems Analysts.

# Main activities

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

# Key skills

* Advanced skills and considerable experience in one or more of the major programming languages, and in the evaluation of equipment and software options.
* Good understanding of the current IT systems environment and development paths.
* Project planning and specification skills, together with problem solving and analysis. The latter is usually based on specific industry knowledge.

# Internal contacts

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

# External contacts

Suppliers of Hardware and Software.

# Typical experience

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

# Other comments

Alternative Title: Senior Systems Architect. Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems) into production.

# Position title: Systems Analyst

**Aon Position code: ITC.45070.3**

**Level: 3**

**Responsible for**

Analysing and specifying applications systems requirements and design.

# Report to

Project Manager, Systems Analysis Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Working with users to define the requirements of an application and specifying an optimum design for subsequent development.
* Selecting suitable software packages.
* Achieving the necessary design and systems security standards.
* Providing operational support for existing applications systems. This may include analysing systems and data; monitoring systems performance; diagnosing problems and resolving these with users; making appropriate changes to documentation.

# Key skills

* Advanced skills in one or more of the major programming languages, and in the evaluation of hardware and software options.
* Good understanding of the current IT systems environment and development paths.
* Project planning and specification skills, together with problem solving and analysis abilities. The latter is usually based on specific industry knowledge (Banking, Manufacturing etc.) and considerable User liaison.
* Strong technical documentation skills.
* Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems into production).

# Internal contacts

User Groups at a senior level.

# External contacts

Suppliers of Hardware and Software.

# Typical experience

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

# Other comments

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

**Level: 4**

**Responsible for**

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

# Report to

Project Team Leader - Applications or Project Manager - Applications.

# Supervises

May mentor more junior User Interface Developers.

# Main activities

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

# Key skills

* Highly developed skills in multiple major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Obective-C, Swift).
* Experience with Visual Design software.
* Understanding of architecture and design standards, and in particular responsive design.
* Good written and verbal communication skills.
* Familiarity with the development process.

# Internal contacts

User Experience Designers, Project Managers, Marketing.

# External contacts

None

# Typical experience

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

# Other comments

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

# Position title: User Interface Developer

**Aon Aon Position code: ITC.45074.3**

**Level: 3**

**Responsible for**

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

# Report to

Project Team Leader - Applications or Project Manager - Applications.

# Supervises

No formal supervisory responsibilities.

# Main activities

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

# Key skills

* Developed skills in one or more major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Obective-C, Swift).
* Experience with Visual Design software.
* Understanding of architecture and design standards, and in particular responsive design.
* Good written and verbal communication skills.
* Familiarity with the development process.

# Internal contacts

User Experience Designers, Project Managers, Marketing.

# External contacts

None

# Typical experience

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

# Other comments

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

# Position title: General Manager - IT Services/Infrastructure Aon Position code: EXS.85011.6

**Level: 6**

**Responsible for**

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

# Report to

Chief Information Officer.

# Supervises

All IT Services/Infrastructure and IT Support employees.

# Main activities

* Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
* Managing the infrastructure and IT Support groups to ensure effective partnering with business units to deliver business integration solutions in support of the organisation's IT strategy.
* Managing the organisation's IT services/infrastructure operation and development expenditures within budget.
* Providing guidance and advice to Business & Technical Managers on major projects that are of strategic significance.
* Ensuring support of all IT systems is provided effectively on a seven day/twenty-four hour basis.
* Overseeing the promotion of technology awareness and competence throughout the organisation in an active manner.
* Providing leadership and direction to all IT services and infrastructure employees, ensuring the most efficient use of their skills and abilities.

# Key skills

* Understanding of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
* Excellent communication skills, flexibility, team focus and dedication to customer service.
* Solid understanding of business needs and customer focus beyond the technical/technology aspects.
* Demonstrated leadership and people management skills.

# Internal contacts

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

# External contacts

External Providers, Vendors and Software Consultants.

# Typical experience

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

# Other comments

Alternative titles: Head of IT (RIN)

# Position title: IT Manager

**Aon Position code: ITC.45024.5**

**Level: 5**

**Responsible for**

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

# Report to

Chief Executive Officer.

# Supervises

In small organisations may not have supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

All user Departments.

# External contacts

Equipment suppliers, software suppliers and consultants.

# Typical experience

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

# Other comments

Role found within organisations with typically less than 25 screens.

# Position title: Systems Programming Manager Aon Position code: ITC.45060.5

**Level: 5**

**Responsible for**

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

# Report to

General Manager - IT Services/Infrastructure

# Supervises

Systems Programmers.

# Main activities

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

# Key skills

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

# Internal contacts

Applications Development Teams, Users.

# External contacts

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

# Typical experience

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

# Other comments

**Position title: Senior Systems Programmer Aon Position code: ITC.45060.4**

**Level: 4**

**Responsible for**

Planning computing capacities and supporting operating systems.

# Report to

Systems Programming Manager.

# Supervises

May mentor Systems Programmers.

# Main activities

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

# Key skills

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

# Internal contacts

Applications Development Teams, Users.

# External contacts

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

# Typical experience

At least 7 years of experience in Computing.

# Other comments

Alternative Titles: Software Specialist; Senior Technical Support Programmer.

# Position title: Systems Programmer

**Aon Position code: ITC.45060.3**

**Level: 3**

**Responsible for**

Supporting operating systems software.

# Report to

Systems Programming Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Applications Development Teams, Users.

# External contacts

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

# Typical experience

At least 5 years of experience in Systems Support.

# Other comments

Alternative Title: Technical Support Programmer.

# Position title: Associate Systems Programmer Aon Position code: ITC.45060.2

**Level: 2**

**Responsible for**

Assisting in the support of operating systems software.

# Report to

Systems Programming Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Users.

# External contacts

Limited exposure to Consultants and Contractors.

# Typical experience

Limited but increasing experience in Systems Support.

# Other comments

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

# Position title: Senior Business Analyst

**Aon Position code: ITC.45067.4**

**Level: 4**

**Responsible for**

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

# Report to

Business Analysis Manager.

# Supervises

May mentor less experienced Business Analysts.

# Main activities

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

# Key skills

* Strong ability to converse with both end-users and IT employees at all levels of the organisation.
* Strong understanding of all aspects of the systems/software development life cycle.
* Technical knowledge of programming, system design, IT infrastructure and database concepts.
* Excellent communication skills, both written and verbal.
* Outstanding ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
* Outstanding technical specification writing/documentation skills.
* An appreciation of both IT and business strategy.
* Strong customer service focus.
* Advanced knowledge of business process re-engineering.

# Internal contacts

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

# External contacts

Vendors and Suppliers.

# Typical experience

At least 5 - 7 years of experience in IT, with at least 3 years experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

# Other comments

Alternative title: Senior Business Systems / Process Analyst

# Position title: Business Analyst

**Aon Position code: ITC.45067.3**

**Level: 3**

**Responsible for**

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

# Report to

Business Analysis Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

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

# External contacts

Vendors and Suppliers.

# Typical experience

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

# Other comments

Alternative Title: Business Systems / Process Analyst

# Position title: Associate Business Analyst

**Aon Position code: ITC.45067.2**

**Level: 2**

**Responsible for**

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

# Report to

Business Analysis Manager, Senior Business Analyst.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

* Ability to converse with both end-users and IT employees at all levels of the organisation.
* Good understanding of all aspects of the systems/software development life cycle.
* Technical knowledge of programming, system design, IT infrastructure and database concepts.
* Excellent communication skills, both written and verbal.
* Good ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
* Good technical specification writing/documentation skills.
* An appreciation of both IT and business strategy.
* Strong customer service focus.
* Developing knowledge of business process re-engineering.

# Internal contacts

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

# External contacts

Vendors and Suppliers.

# Typical experience

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

# Other comments

Alternative title: Associate Business Systems/Process Analyst.

# Position title: Desktop Support Manager

**Aon Position code: ITC.45068.5**

**Level: 5**

**Responsible for**

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

# Report to

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

# Supervises

Desktop/Network Support Analysts.

# Main activities

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

# Key skills

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

# Internal contacts

Users, Helpdesk, Network Engineers

# External contacts

Suppliers and Vendors.

# Typical experience

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

# Other comments

**Position title: Senior Desktop Support Analyst Aon Position code: ITC.45068.3**

**Level: 3**

**Responsible for**

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

# Report to

Desktop/Network Support Team Leader/Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Helpdesk, Users, Applications, Network Engineers.

# External contacts

Suppliers/Vendors.

# Typical experience

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

# Other comments

**Position title: Desktop Support Analyst**

**Aon Position code: ITC.45068.2**

**Level: 2**

**Responsible for**

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

# Report to

Desktop/Network Support Team Leader/Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Helpdesk, Users, Applications, Network Engineers.

# External contacts

Suppliers/Vendors.

# Typical experience

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

# Other comments

**Position title: Helpdesk Team Leader**

**Aon Position code: ITC.45168.3**

**Level: 3**

**Responsible for**

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

# Report to

Helpdesk Manager, IT Support Manager.

# Supervises

A team of Helpdesk Operators.

# Main activities

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

# Key skills

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

# Internal contacts

Individual Users, Desktop/LAN Support.

# External contacts

Suppliers of third level support.

# Typical experience

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

# Other comments

**Position title: Senior Helpdesk Operator**

**Aon Position code: ITC.45168.2**

**Level: 2**

**Responsible for**

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

# Report to

Helpdesk Team Leader, Helpdesk Manager.

# Supervises

May mentor Helpdesk Operators.

# Main activities

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

# Key skills

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

# Internal contacts

Individual Users.

# External contacts

Suppliers of third level support.

# Typical experience

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

# Other comments

Alternative Title: Senior Helpdesk Officer.

# Position title: Helpdesk Operator

**Aon Position code: ITC.45068.1**

**Level: 1**

**Responsible for**

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

# Report to

Helpdesk Team Leader, Helpdesk Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Individual Users.

# External contacts

Typically None.

# Typical experience

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

# Other comments

**Position title: Graduate - Technical (1-2 years) Aon Position code: GRD.80030.1**

**Level: 1**

**Responsible for**

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

# Report to

Team Leader/Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Staff at all levels.

# External contacts

No external contacts.

# Typical experience

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

# Other comments

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

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

**Level: 1**

**Responsible for**

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

# Report to

Team Leader/Manager.

# Supervises

No supervisory responsibilities.

# Main activities

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

# Key skills

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

# Internal contacts

Staff at all levels.

# External contacts

No external contacts.

# Typical experience

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

# Other comments

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