

EUROPEAN ICT PROFESSIONAL ROLE PROFILES VERSION 2

CWA 16458:2018 LOGFILE

Overview all ICT Profile changes in title, summary statement, mission and e-Competences from version 1 to version 2

Versions	Version 1	Version 2
Role Profile TITLE	Account Manager (1)	Account Manager Role (1)
Summary statement	Senior focal point for client sales and customer satisfaction.	No change
Mission	Builds business relationships with clients to facilitate the sale of hardware, software, telecommunications or ICT services. Identifies opportunities and manages sourcing and delivery of products to customers. Has responsibility for achieving sales targets and maintaining profitability.	No change
e-Competences (from e-CF)	D.5. Sales Proposal Development - L.4 D.6. Channel Management - L.4 D.7. Sales Management - L.5 E.1. Forecast Development - L.3 E.4. Relationship Management - L.4	D.5. Sales Proposal Development - L.3 D.6. Channel Management - L.4 D.7. Sales Management - L.4 E.1. Forecast Development - L.3 E.4. Relationship Management - L.4
Role Profile TITLE	Business Analyst (2)	Business Analyst Role (2)
Summary statement	Analyses Information System for improving business performance.	Analyses the business domain and optimises business performance through technology application.
Mission	Identifies areas where information system changes are needed to support business plans and monitors the impact in terms of change management. Contributes to the general functional requirements of the business organization in the area of ICT solutions. Analyses business needs and translates them into ICT solutions.	Analyses the information and the processes needed to support business plans. Formulates functional and non-functional requirements of the business organisation and advises on the lifecycle of the information solutions. Evaluates the impact in terms of change management.

Versions	Version 1	Version 2
e-Competences (from e-CF)	A.1. IS and Business Strategy alignment - L.4 A.3. Business Plan Development - L.4 E.5. Process Improvement - L.4	A.1. IS and Business Strategy Alignment - L.4 A.3. Business Plan Development - L.4 D.10. Information and Knowledge Management - L.4 D.11 Needs Identification – L.4 E.5. Process Improvement - L.4
Role Profile TITLE	Business Information Manager (3)	Business Information Manager Role (3)
Summary statement	Proposes plans and manages functional and technical evolutions of the Information System within the relevant business domain.	Proposes, plans and manages functional development of the Information System (IS) focusing upon the needs of users.
Mission	Manages and implements updates to existing applications and maintenance activities guided by the needs, costs and plans agreed with internal users. Ensures quality of service and internal user satisfaction.	Aligns the Information System to the business strategy within their area/domain. Ensures continuous enhancement whilst accounting for user requirements, service quality and budgetary constraints.
e-Competences (from e-CF)	A.1. IS and Business Strategy Alignment - L.4 A.3. Business Plan Development - L.4 D.10. Information and Knowledge Management - L.5 E.2. Project and Portfolio Management - L.4 E.7. Business Change Management - L.4	A.1. IS and Business Strategy Alignment - L.4 A.3. Business Plan Development - L.4 E.4. Relationship Management - L.4 E.7. Business Change Management - L.4 E9. IT Governance - L.5
Role Profile TITLE	Chief Information Officer (4)	Chief Information Officer Role (4)
Summary statement	Develops and maintains Information Systems compliant to business and organisation's needs.	Develops and maintains Information Systems to generate value for the business and meet the organisation's needs.

Versions	Version 1	Version 2
Mission	Defines and implements governance and ICT strategy. Determines necessary resources for ICT strategy implementation. Anticipates ICT market evolutions and company business needs. Contributes to the development of the organisation's strategic plan. Leads or participates in larger change projects.	Ensures the alignment of the Information Systems strategy with the business strategy. Provides leadership for the implementation and development of the organisations architecture and applications.
e-Competences (from e-CF)	A.1. IS and Business Strategy Alignment - L.5 A.3. Business Plan Development - L.5 E.2. Project and Portfolio Management - L.5 E.4. Relationship Management - L.4 E.9. IT Governance - L.5	No change
Role Profile TITLE	Database Administrator (5)	Database Administrator Role (5)
Summary statement	Designs and implements, or monitors and maintains databases.	Designs, implements, or monitors and maintains data sets, structured (databases) and unstructured (big data).
Mission	Ensures the design and the implementation (Developer), or ensures the maintenance and repair of an organization's database (Administrator) to support information system solutions that meet business information needs. Verifies the development and design of database strategies, monitoring and improving database performance and capacity, and planning for future expansion requirements. Plans, co-ordinates and implements security measures to safeguard the database.	Administer and monitor data management systems and ensures design, consistency, quality and security.

Versions	Version 1	Version 2
e-Competences (from e-CF)	A.6. Application design - L.1 B.1. Design and Develop. - L.3 B.2. System integration - L.2-3 C.4. Problem management - L.3 D.10. Information and knowledge management - L.3	B.1. Design and Develop. - L.3 B.2. System integration - L.3 C.2. Change Support - L.3 D.10. Information and Knowledge management - L.3 E.8. Information Security Management - L.3
Role Profile TITLE	Developer (6)	Developer Role (6)
Summary statement	Builds/codes ICT solutions and specifies ICT products according to the customer needs.	Designs and/or codes components to meet solution specifications.
Mission	Ensures building and implementing of ICT applications. Contributes to planning, low level design. Compiles diagnostic programs and designs and writes code for operating systems and software to ensure optimum efficiency and functionality.	Ensures building and implementing of ICT applications. Contributes to low-level design. Writes code to ensure optimum efficiency and functionality and user experience.
e-Competences (from e-CF)	B.1. Design and Develop. - L.3 B.2. Systems Integration - L.2 B.3. Testing - L.2 B.5. Documentation Production - L.3 C.4. Problem Management - L.3	No change
Role Profile TITLE	Digital Media Specialist (7)	Digital Media Specialist Role (7)
Summary statement	Creates websites and multimedia applications combining the power of digital technology with effective use of graphics, audio, photographic and video images.	Integrates digital technology components for internal and external communication purposes.
Mission	Designs, lays out and codes, multimedia applications and websites to maximize information presentation, including marketing messages. Makes recommendations on technical interfaces and ensures sustainability through application of appropriate content management systems.	Designs and codes social media applications and websites. Makes recommendations on Application Programming Interface (API) and supports efficiency through appropriate content management systems.

Versions	Version 1	Version 2
e-Competences (from e-CF)	A.6. Application Design - L.2 B.1. Design and Develop. - L.3 B.3. Testing - L.2 B.4. Solution Deployment - L.3 B.5. Documentation Production - L.3	A.6. Application Design - L.2 B.1. Design and Develop. - L.3 B.3. Testing - L.2 B.4. Solution Deployment - L.3 D.12. Digital Marketing – L.2
Role Profile TITLE	Enterprise Architect (8)	Enterprise Architect Role (8)
Summary statement	Designs and maintains the Enterprise Architecture.	Designs and maintains the holistic architecture of business processes and Information Systems.
Mission	Balances technological opportunities with business (process) requirements. Maintains a holistic view of the organisation’s strategy, processes, information and ICT assets. Links the business mission, strategy and processes to the IT strategy.	Maintains a holistic perspective of the organisation strategy, processes, information, security and ICT assets. Links the mission, strategy and business processes to the IT strategy. Ensures project choices are integrated consistently, efficiently and in a sustainable manner according to the enterprise’s digital standards.
e-Competences (from e-CF)	A.1. IS and Business Strategy Alignment - L.4-5 A.3. Business Plan Development - L.3-4 A.5. Architecture Design - L.4 A.7. Technology Watching - L.5 E.7. Business Change Management - L.4-5	A.1. IS and Business Strategy Alignment - L.5 A.3. Business Plan Development - L.4 A.5. Architecture Design - L.4 A.7. Technology Watching - L.5 E.8. Information Security Management - L.3
Role Profile TITLE	ICT Consultant (9)	Digital Consultant Role (9)
Summary statement	Supports understanding of how new ICT technologies add value to a business.	Supports understanding of how digital technologies add value to a business.
Mission	Ensures technological watch to inform stakeholders of emergent technologies. Anticipates and brings to maturity ICT projects by the introduction of appropriate technology. Communicates the value of new technologies to the business. Contributes to project definitions.	Maintains a technology watch to inform stakeholders of existing and emerging technologies and their potential to add business value. Supports the identification of needs and solutions for achieving business and IS strategic goals.

Versions	Version 1	Version 2
e-Competences (from e-CF)	A7. Technology watching - L.5 A3. Business Plan Development - L.4 A4. Product or Project Planning - L.3 E3. Risk Management - L.3 E7. Business Change Management - L.4-5	A7. Technology Trend Monitoring - L.4 A9. Innovating - L.4 D.11. Needs Identification - L.4 E3. Risk Management - L.4 E7. Business Change Management - L.4
Role Profile TITLE	ICT Operations Manager (10)	ICT Operations Manager Role (10)
Summary statement	Manages operations, people and further resources for the ICT activity.	Manages operations, people and overall ICT resources.
Mission	Implements and maintains a designated part of the ICT infrastructure. Ensures that activities are conducted in accordance with organizational rules, processes and standards. Anticipates necessary changes according to company strategy and cost controls. Evaluates and recommends investments based on new technologies. Ensures the effectiveness of the ICT and associated risk management.	Implements and maintains a designated part of an ICT operation ensuring that activities are conducted in accordance with organisational rules, processes and standards. Plans changes and implements them in accordance with organisational strategy and budget. Risk manages and ensures the effectiveness of the ICT infrastructure.
e-Competences (from e-CF)	D.9. Personnel Development - L.4 E.3. Risk Management - L.3 E.6. ICT Quality Management - L.3 E.7. Business Change Management - L.4 E.8. Information Security Management - L.3	D.9. Personnel Development - L.4 E.2. Project and Portfolio Management - L.4 E.3. Risk Management - L.3 E.6. ICT Quality Management - L.3 E.8. Information Security Management - L.3
Role Profile TITLE	ICT Security Manager (11)	Information Security Manager Role (11)
Summary statement	Manages the digital security policy.	Leads and manages the organisation information security policy.

Versions	Version 1	Version 2
Mission	Defines the Information System security policy. Manages security deployment across all Information Systems. Ensures the provision of information availability. Recognized as the ICT security policy expert by internal and external stakeholders.	Defines the information security strategy and manages implementation across the organisation. Embeds proactive information security protection by assessing, informing, alerting and educating the entire organisation.
e-Competences (from e-CF)	A.7. Technology Watching - L.4 D.1. Information Security Strategy Development - L.5 E.3. Risk Management - L.3 E.9. IT Governance - L.4 E.8. Information Security Management - L.4	A.7. Technology Trend Monitoring - L.4 D.1. Information Security Strategy Development - L.5 E.3. Risk Management - L.4 E.8. Information Security Management - L.4 E.9. IT Governance - L.4
Role Profile TITLE	ICT Security Specialist (12)	Information Security Specialist Role (12)
Summary statement	Ensures the implementation of the organisations security policy.	Ensures the implementation of the organisation’s information security policy by the secure and appropriate use of ICT resources.
Mission	Proposes and implements necessary security updates. Advises, supports, informs and provides training and security awareness. Takes direct action on all or part of a network or system. Is recognized as the ICT technical security expert by peers.	Defines, proposes and implements necessary information security technique and practices in compliance with information security standards and procedures. Contributes to security practices, awareness and compliance by providing advice, support, information and training.
e-Competences (from e-CF)	C.2 Change Support - L.3 C.3 Service Delivery - L.3 D.9 Personnel Development - L.3 D.10. Information and Knowledge Management - L.3 E.8 Information Security Management - L.3-4	A.7. Technology Trend Monitoring - L.4 A9. Innovating - L.4 D.1. Information Security Management – L-4 D.3. Education and Training Provision – L-3 E.3. Risk Management - L.3
Role Profile TITLE	ICT Trainer (13)	Digital Educator Role (13)

Versions	Version 1	Version 2
Summary statement	Educates and trains ICT professionals and practitioners to reach predefined standards of ICT technical /business competence.	Educates and trains Professionals to reach optimal digital competence to support business performance.
Mission	Provide the knowledge and skills required to ensure that students are able to effectively perform tasks in the workplace.	Provide the knowledge and skills required to ensure that people are able to effectively perform tasks in the workplace.
e-Competences (from e-CF)	D.3. Education and Training Provision - L.2-3 D.9. Personnel Development - L.3	B.5. Documentation Production - L.3 D.3. Education and Training Provision - L.3 D.9. Personnel Development - L.3 E.2. Product and Portfolio Management - L.2
Role Profile TITLE	Network Specialist (14)	Network Specialist Role (14)
Summary statement	Ensures the alignment of the network, including telecommunication and/or computer infrastructure to meet the organisation's communication needs.	No change
Mission	Manages and operates a networked information system, solving problems and faults to ensure defined service levels. Monitors and improves network performances.	Manages and operates a networked information system, solving problems and faults to ensure defined service levels. Monitors and improves network performances and security.
e-Competences (from e-CF)	B.1. Design and Development - L.2-3 B.2. Systems Integration - L.2-3 B.4. Solution Deployment - L.2-3 C.4. Problem Management - L.2-3 E.8. Information Security Management - L.2	A.6. Application Design - L.3 B.2. Component Integration - L.3 B.4. Solution Deployment - L.3 C.4. Problem Management - L.3 E.8. Information Security Management - L.3
Role Profile TITLE	Project Manager (15)	Project Manager Role (15)
Summary statement	Manages project to achieve optimal performance that conforms to original specifications.	Manages projects to achieve optimal performance and results.

Versions	Version 1	Version 2
Mission	Defines, implements and manages projects from conception to final delivery. Responsible for achieving optimal results, conforming to standards for quality, safety and sustainability and complying with defined scope, performance, costs, and schedule.	Defines, implements and manages projects from conception to final delivery. Responsible for achieving optimal results, conforming to standards for quality, safety and sustainability and complying with defined scope, performance, costs, and schedule. Deploys agile practices where applicable.
e-Competences (from e-CF)	A.4. Product or Project Planning - L.4 E.2. Project and Portfolio Management - L.4 E.3. Risk Management - L.3 E.4. Relationship Management - L.3 E.7. Business Change Management - L.3	No change
Role Profile TITLE	Quality Assurance Manager (16)	Quality Assurance Manager Role (16)
Summary statement	Guarantees that Information Systems are delivered according to organisation policies (quality, risks, Service Level Agreement).	Ensures that processes and organisations implementing Information Systems comply to quality policies.
Mission	Establishes and operates an ICT quality approach compliant with the organization's culture. Ensures that management controls are correctly implemented to safeguard assets, data integrity and operations. Is focused and committed to the achievement of quality goals and monitors statistics to forecast quality outcomes.	Establishes and operates an ICT quality approach aligned with the organisation's culture. Commits the organisation to the achievement of quality goals and an encourages an environment of continuous improvement.
e-Competences (from e-CF)	D.2. ICT Quality Strategy Development - L.4-5 E.3. Risk Management - L.3 E.5. Process Improvement - L.3 E.6. ICT Quality Management - L.4	D.2. ICT Quality Strategy Development - L.4 E.3. Risk Management - L.3 E.5. Process Improvement - L.4 E.6. ICT Quality Management - L.4
Role Profile TITLE	Service Desk Agent (17)	Service Support Role (17)

Versions	Version 1	Version 2
Summary statement	Provides first line telephone or e-mail support to clients with technical issues.	Provides remote or onsite diagnosis or guidance to internal or external clients with technical issues.
Mission	To provide user support and troubleshoot ICT problems and issues. The primary objective is to enable users to maximize their productivity through efficient use of ICT equipment or software applications.	To provide user support and troubleshoot ICT problems and issues. The primary objective is to enable users to maximize their productivity through efficient and secure use of ICT equipment or software applications.
e-Competences (from e-CF)	C.1. User Support - L.2 C.3. Service Delivery - L.1 C.4. Problem Management - L.2	C.1. User Support - L.2 C.2. Change Support - L.2 C.3. Service Delivery - L.1 C.4. Problem Management - L.2
Role Profile TITLE	Service Manager (18)	Service Manager Role (18)
Summary statement	Plans, implements and manages solution provision.	No change
Mission	Manages the definition of Service Level Agreements (SLAs), Operational Level Agreements (OLAs) contracts and Key Performance Indicators (KPIs). Negotiates contracts with the various business domains or customers and in alignment with the <i>Business IS Manager</i> . Man manages the staff who monitor, report and fulfil the SLAs. Takes mitigation action in case of non-fulfilment of agreements. Contributes to the development of the maintenance budget together with business/finance organisations.	Manages the definition of Service Level Agreements (SLAs), Operational Level Agreements (OLAs) contracts and Key Performance Indicators (KPIs). Provides people management of staff monitoring, reporting and fulfilling service activities. Takes mitigation action in case of non-fulfilment of agreements.
e-Competences (from e-CF)	A.2. Service Level Management - L.4 C.3. Service Delivery - L.3 C.4. Problem Management - L.4 D.8. Contract Management - L.4 D.9. Personnel Development - L.3	A.2. Service Level Management - L.4 C.3. Service Delivery - L.3 C.4. Problem Management - L.4 D.8. Contract Management - L.3 D.9. Personnel Development - L.3
Role Profile TITLE	Systems Administrator (19)	Systems Administrator Role (19)

Versions	Version 1	Version 2
Summary statement	Administers ICT System components to meet service requirements.	No change
Mission	Installs software, configures and upgrades ICT systems. Administers day-to-day operations to satisfy continuity of service, recovery, security and performance needs.	Installs software, configures and upgrades ICT systems. Administers day-to-day operations to satisfy continuity of service, recovery, security and performance needs.
e-Competences (from e-CF)	B.2. Systems Integration - L.2 B.3. Testing - L.2 C.1. User Support - L.2-3 C.4. Problem Management - L.2 E.8. Information Security Management - L.2	B.2. Systems Integration - L.2 B.3. Testing - L.2 C.2. Change Support - L.3 C.4. Problem Management - L.2 E.8. Information Security Management - L.2
Role Profile TITLE	Systems Analyst (20)	Systems Analyst Role (20)
Summary statement	Analyses requirements and specifies software and systems.	Analyses organisation requirements and specifies software and system requirements for new IT solutions.
Mission	Ensures the technical design and contributes to implementation of new software and/or enhancements.	Ensures the technical design and contributes to the implementation of new and/or enhanced software provision. Provides solutions for the improvement of organisational efficiency and productivity.
e-Competences (from e-CF)	A.5. Architecture Design - L.3 E.5. Process Improvement - L.3-4 B.1. Design and Develop. - L.3-4	A.5. Architecture Design - L.3 B.5. Documentation Production - L.3 B.6. System Engineering - L.4 E.5. Process Improvement - L.4
Role Profile TITLE	Systems Architect (21)	Systems Architect Role (21)
Summary statement	Plans and is accountable for the implementation and integration of software and/ or ICT systems.	Plans, designs and integrates ICT system components including hardware, software and services.

Versions	Version 1	Version 2
Mission	Designs, integrates and implements complex ICT solutions from a technical perspective. Ensures, that technical solutions, procedures and models for development are up-to-date and comply with standards. Watches technology development and integrates into new solutions. Acts as a team leader for developers and technical experts.	Designs, integrates and implements complex technical ICT solutions ensuring procedures and models for development are current and comply with common standards. Monitors new technology developments and applies if appropriate. Provides technological design leadership.
e-Competences (from e-CF)	A.5. Architecture Design - L.4 A.7. Technology Watching - L.4-5 B.1. Design and Develop. - L.4-5 B.2. System integration - L.4	A.5. Architecture Design - L.4 A.7. Technology Watching - L.4 A.9. Innovating – L.4 B.2. System Integration - L.4 B.6. System Engineering - L.4
Role Profile TITLE	Technical Specialist (22)	Technical Specialist Role (22)
Summary statement	Maintains and repairs hardware and software on client premises.	Maintains and repairs hardware, software and service applications.
Mission	To effectively maintain customer hardware/software. Responsible for delivering timely and effective repairs to ensure optimal system performance and superior customer satisfaction.	No change
e-Competences (from e-CF)	C.2. Change Support - L.3 C.3. Service Delivery - L.2 C.4. Problem Management - L.3	C.2. Change Support - L.3 C.3. Service Delivery - L.2 C.4. Problem Management - L.3 E.3. Risk Management - L.2 E.6. ICT Quality Management - L.2
Role Profile TITLE	Test Specialist (23)	Test Specialist Role (23)
Summary statement	Designs and performs testing plans.	No change

Versions	Version 1	Version 2
Mission	Contributes to correctness and completeness of a system ensuring that solutions meet technical and user requirements. Contributes in different areas of systems development, testing system functionality, identifying anomalies and diagnosing possible causes.	Ensures delivered or existing products, applications or services comply with technical and user needs and specifications. For existing systems, applications, innovations and changes; diagnoses failure of products or services to meet specification.
e-Competences (from e-CF)	B.1. Design and Develop. - L.3-4 B.2. Systems Integration - L.2-3 B.3. Testing - L.2-3 B.4. Solution Deployment - L.3 C.4. Problem Management - L.2-3	B.2. Component Integration - L.3 B.3. Testing - L.3 B.4. Solution Deployment - L.2 B.5. Documentation Production - L.3 E.3. Risk Management - L.2

NEW PROFILES ADDED IN VERSION 2

Role Profile TITLE	Solution Designer Role (24)
Summary statement	Provides the translation of business requirements into end-to-end IT solutions.
Mission	Proposes and designs solutions in line with technical architecture which fit business requirements and support change.
e-Competences (from e-CF)	A.6. Application Design – L.3 A.9. Innovating – L.4 D.10. Information and Knowledge Management – L.3 D.11. Needs Identification – L.4
Role Profile TITLE	Digital Transformation Role (25)
Summary statement	Provides leadership for the implementation of the digital transformation strategy of the organisation.
Mission	Drive cultural change and build digital capability to deliver innovative business models and processes.

Role Profile TITLE	Solution Designer Role (24)
e-Competences (from e-CF)	<p>A.3. Business Plan Development – L.5</p> <p>A.5. Architecture Design L.5</p> <p>A.9. Innovating – L.5</p> <p>E.7. Business Change Management – L.5</p> <p>E.9. Governance – L.5</p>
Role Profile TITLE	Devops Expert Role (26)
Summary statement	Implements processes and tools to successfully deploy DevOps techniques across the entire solution development lifecycle.
Mission	To apply a cross-functional, collaborative approach for the creation of customer-centric software solutions. Introduce automation throughout the software production system to deliver better software faster.
e-Competences (from e-CF)	<p>B.1. Application Development L.3</p> <p>B.2. Component Integration – L.4</p> <p>B.3. Testing – L.4</p> <p>B.4. Solution Deployment – L.3</p> <p>C.2. Change Support - L.3</p>
Role Profile TITLE	Data Scientist Role (27)
Summary statement	Leads the process of applying data analytics. Delivers insights from data by optimising the analytics process and presenting visual data representations.
Mission	Finds, manages and merges multiple data sources and ensures consistency of datasets. Identifies the mathematical models, selects and optimises the algorithms to deliver business value through insights. Communicates patterns and recommends ways of applying data.
e-Competences (from e-CF)	<p>A.7. Technology Trend Monitoring – L.5</p> <p>A.9. Innovating – L.4</p> <p>D.10. Information and Knowledge Management – L.5</p> <p>D.11. Needs Identification – L.4</p> <p>E.1. Forecast Development - Level 4</p>
Role Profile TITLE	Data Specialist Role (28)
Summary statement	Ensures the implementation of the organisations data management policy.

Role Profile TITLE	Solution Designer Role (24)
Mission	Ensures asset protection through the provision of clean, consistent, quality assured data. Maintains the integrity of data, stores and searches data and supports presentation of data analysis.
e-Competences (from e-CF)	A.6. Application Design – L.3 D.10. Information and Knowledge Management – L. 4 E.6. ICT Quality Management – L.4 E.8. Information Security Management – L. 4
Role Profile TITLE	Scrum Master Role (29)
Summary statement	Leads and coaches an agile team.
Mission	Creates a high performance self-managed dynamic team minimising impediments to development progress. Drives team by applying the agile process to achieve an optimised work-flow through continuous improvement. Supports team goals and coordinates activities with other teams.
e-Competences (from e-CF)	B.3. Testing - L. 3 B.6. Systems Engineering - L. 4 D.9. Personnel Development – L. 3 E.4. Relationship Management – L. 3
Role Profile TITLE	Product Owner Role (30)
Summary statement	Represents the voice of the customer in an Agile team.
Mission	Understands customer requirements and validates that the developed software solution meets requirements. Links business and Agile teams.
e-Competences (from e-CF)	A.4. Product/ Service Planning – L. 4 A.9. Innovation – L. 4 D.11. Needs Identification – L. 4 E.4. Relationship Management L.4