



Virtual Bench Technical Job Roles Catalogue

2012

Staff Augmentation Services – Technical Job Roles

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Technical Services

ROLE # 1	COMPUTER OPERATOR
Service	Server Services
Description	This role is responsible for monitoring, controlling and operating complex computer systems, networks, applications and/or distributed systems in a multi vendor environment. They are also responsible for analysing first level problems for all systems (according to the service agreements), resolving and routing as appropriate, supporting the Systems Management Processes specific to their customer requirements, performing I/O (tape and print) duties where appropriate and batch management when required.
Job Skills	<ul style="list-style-type: none"> • Manage IAS • Manage System Change • Operate Automate Console Operations (AOC) • Operate Operating System • Operate Services Delivery Tools • Perform Problem Mgmt
Skills Level	Intermediate
Education	2 Year A.A.S., Data Processing Degree or equivalent experience with specialized training
Experience	>2 to < 4 years in a computer operations data processing environment
Skills Level	Senior
Education	2 Year A.A.S., Data Processing Degree or equivalent experience with specialized training
Experience	> 4 years in a computer operations data processing environment with at least 1 year of supervisory experience

ROLE # 2	BUSINESS OPERATIONS MANAGER (OPERATIONS, PLANNING, & SUPPORT)
Service	Server Services
Description	This role has overall responsibility for production batch applications, including developing the operational plan, scheduling and control of batch processing and development of customers' scripts. The Job responsibilities in detail are: Work with Application Development teams to develop, implement, and control high quality batch applications for internal and external customers: Setup appropriate scheduling applications and Operator Instructions relevant to the processing platform: Second-level support of operation in batch processing: Develop and/or put in production customers' Scripts accordingly: Recovery activities in production, disaster tests and during a disaster: Monitor customer change request and action via client's standard Problem and Change tool records to agreed timescales according to agreed processes, including client's Change Control Process: Ensure Quality Assurance and Security compliance of all production batch environments: Solving of application problems to achieve the default service level agreements and support of customers in critical situations. Control the scheduling of ALL batch processing via approved batch scheduling tools. One or more of these can be associated with an individual but not necessarily all of them.
Job Skills	<ul style="list-style-type: none"> • Perform Scheduling Procedures • Program MVS JCL & Batch • Use Job Scheduling • Use Operations Planning Control (OPC) Scheduling
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline PMP (Project Management Professional) certification desirable
Experience	>2 to <6 years of project management experience with 3 years of additional technical experience
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline PMP (Project Management Professional) certification required
Experience	> 6 years of project management experience and 4 years of additional technical experience

ROLE # 3	DESKSIDE SUPPORT
Service	End-User Services
Description	<ul style="list-style-type: none"> • Perform client personal computer builds and configurations plus customer assistance with problem source identification and problem resolution at the customers desktop. • Includes consultation with the customer on the utilization of support groups such as LAN Admin, Networking, etc. Build and configure client personal computers. • Build and configure client personal computers • Provide deskside support to IBM clients for PC hardware and software including various Operating System supported • Direct ownership of problem resolution. Analyze and resolve a majority of customer problems at first contact. • Follow up calls to customer to assure incident closure. Update and close call records for work being performed. • Utilize standard client processes and escalation procedures as documented. • Ability to learn technical information. • Basic understanding of customer service techniques. • Good oral and written communications skills. • Demonstrate tact and sensitivity when working with clients • Excellent interpersonal skills. • Must be able to work in a team environment. • Responsive to work schedules and project schedules. • Knowledge of PC hardware and operating systems software, including laptops and desktop models; local area, token ring and Microsoft networking; TCP/IP; NetBIOS; office applications; Email tools; Web Browser tools and Web technology; and multi-vendor environments. • Analyze and resolve a majority of customer problems at first contact • Can train and assist others • Good command of customer service techniques • May need to communicate and work with other vendors and suppliers
Job Skills	<p>Intermediate – must be able to perform all tasks specified in the above description, as well as the following:</p> <ul style="list-style-type: none"> • Analyze and resolve most customer problems at first contact • Demonstrated knowledge in defining and implementing processes and projects • Demonstrated leadership abilities • Responsible for training lesser experienced personnel in areas of expertise • Perform special assignments, with limited assistance • Works without assistance or direction • Ability to teach technical information • Can train and assist others • Excellent command of customer service techniques • Strong oral and written communications skills • Excellent interpersonal skills • Perform root cause analysis and implement preventive procedures • Can identify and implement opportunities for process improvements • Must be able to work in a team environment • Responsive to work schedules and project schedules • Advanced knowledge of PC hardware and operating systems software, including laptops and desktop models, of local area, token ring and Microsoft networking, of TCP/IP, NetBIOS, of office applications, of E-mail tools, of Web Browser tools and Web technology, of multi-vendor environments <p>Senior – must be able to perform all tasks specified in the above description & those of the intermediate level, as well as the following:</p> <ul style="list-style-type: none"> • Able to perform all duties specified for Deskside Support intermediate. • Vendor personnel to perform client personal computer builds plus customer assistance with problem source identification and problem resolution at the customers desktop. Includes consultation with the customer on the utilization of support groups such as LAN Admin, Networking, etc. Build and configure client personal computers • Provide deskside support to IBM clients for PC hardware and software. Platform may be either OS/2, WIN 95, WIN NT, or other • Direct ownership of problem resolution • Analyze and resolve all customer problems at first contact • Follow up calls to customer to assure incident closure. Update and close call records for work being performed

Job Skills (cont)	<ul style="list-style-type: none"> • Direct ownership of customer critical situation management • Demonstrated expert in defining and implementing processes and projects • Experienced team leader and mentor. Responsible for training the trainers • Technical awareness of future product releases and technology strategies/trends • Perform special assignments as requested • This position is expected to have responsibilities equivalent to an IBM Advisory Level • Provides direction to team members, as requested • Proven leadership abilities. • Project Management experience required • Excellent command of customer service techniques • Excellent oral and written communications skills • Must be able to provide reports and status to IBM Management • Excellent interpersonal skills • Perform root cause analysis and implement preventive procedures • Must have an in depth knowledge of all PC hardware and software offerings from IBM, competitive vendors, common operating systems, shrink wrapped software products, networks, servers and host environments as the assignment demands • As a subject matter expert, solve the remainder of problems, short of product defects, that are unresolved • Skilled at managing complex and multi-vendor environments • High creativity and analytical ability is required to understand the interrelationships of the products with each other • Responsible for defining and implementing process and tool improvements • Must be skilled at negotiating among an array of parties including those from IBM, vendors of HW, SW, network carriers and the customer at both the end user and executive levels to resolve complex and/or relatively obscure problems • Manages work schedules and project schedules • Expert knowledge of PC hardware and operating systems software, including laptops and desktop models, of local area, token ring and Microsoft networking, of TCP/IP NetBIOS, of office applications, of Email tools, of Web Browser tools and Web technology, of multi vendor environments management, of Lotus Notes
Skills Level	Intermediate
Education	BS or BA degree or equivalent experience
Experience	3 to 5 years in a technical discipline which relates to the duties assigned
Skills Level	Senior
Education	BS or BA degree or equivalent experience
Experience	5 to 7 years experience in a technical discipline which relates to the duties assigned

ROLE # 4	TECHNICAL WRITER
Service	Server Services
Description	<ul style="list-style-type: none"> • This role assumes overall ability to tag and format from source documents. • Good accuracy and attention to detail. • Excellent writing skills and proper use of the English language. PC skills and technical aptitude. • Able to set-up complex charts and graphs. Strong sentence structure, grammar and proofing skills. Understanding of copy editing and proofread marks. • Able to archive and retrieve information. Exposure to text processing language and tools. • Able to create documentation, publications, technical papers and business docs. Able to use document creation and publishing hardware and software tools. • Able to prepare revisions to and rewrite existing documentation. • Knowledge of different writing styles and ability to follow the appropriate style for the intended audience. • Knowledge of book structure (front matter, body, back matter, index, etc.) and ability to produce each of these independently or as a part of the entire document. Text indexing skills. • Able to follow a documented process and learn new tools and processes quickly • Able to meet project timelines as well as estimate own work at a task level. • File management skills on various platforms and data storage devices. • Pre-production and mark-up skills. • Ability to understand the intended audience and to identify and develop information appropriate for that audience, whether technical or non-technical.

Job Skills	<p>Intermediate – must be able to perform all tasks specified in the above description, as well as the following:</p> <ul style="list-style-type: none"> • Able to perform all duties specified for Technical Writer Novice. • Able to create new documentation from related documentation or through examination of subject system or through interviewing techniques. • Able to create new documentation from experience and/or expertise in subject area and able to plan and estimate work of a team by phase and to report work progress of team. • Experience in creating on-line interface documentation and exposure to interface tools. <p>Senior – must be able to perform all tasks specified in the above description, as well as the following:</p> <ul style="list-style-type: none"> • Able to perform all duties specified for Technical Writer intermediate. • Able to edit on-line help information and hardcopy documentation for a Program Product or Offering under development. • Ensure all information adheres to client's information and quality standards and is grammatically correct. • Able to ensure the material in all information units conforms in style and is presented in clear, concise language. • All Buyer standards, such as language parallelism, coherence, clarity, and consistent manner of presentation, are applied consistently throughout all information units for the product line. • Ensures that proper cross referencing occurs within the information units and that the front matter, body and back matter are complete and are formatted correctly. • Ensures that the material is presented in a user-friendly manner and that all artwork is reviewed for appropriateness and accuracy. • Ensures that all of client's Information Development guidelines for indexing are followed. • Able to accurately estimate work effort at project level. • Able to direct a project team.
Skills Level	Intermediate
Education	AS or AA in CS, CIS or equivalent technical studies
Experience	>2 to <5 years experience
Skills Level	Senior
Education	AS or AA in CS, CIS or equivalent technical studies
Experience	> 5 years experience

ROLE # 5	IT VOICE SPECIALIST
Service	Integrated Communication Services
Description	This role is responsible for supporting telephony equipment and applications, and acting as the escalation point between customers and the telephony help desk. Additional functions are to develop within broad objective, site-wide telecommunications proposals that require the highest degree of innovation, creativity and analysis of "state-of-art" enhancements for telecommunications systems, services and facilities. Develop long range strategic plans for the sites that integrate with divisional, group and corporate plans in areas of traffic engineering transmission technology, switching theory and software engineering. Provide resource and scheduling plan, as well as, technical direction that ensures completion of major projects on an "on time" basis while addressing unforeseen issues and procedures. They provide ongoing support of telephony equipment and support, develop plans and originate designs to achieve results in innovative voice telecommunication services, facilities and systems by using state-of-art" technologies that achieve site-wide recognition.
Job Skills	<ul style="list-style-type: none"> • Advise on Network Architecture • Advise Voice Technology Solutions • Apply Project Execution, Control, & Closure • Develop Solutions Architecture • Develop Business Requirements • Develop Statements of Work & Proposals • Manage Architectural Elements of Project Plan • Manage Contract Scope and Commitments
Skills Level	Intermediate
Education	BS-Comp Sci, Telecommunications, EE or equivalent experience
Experience	>2 to <5 years of professional experience in networks and telecom
Skills Level	Senior
Education	MS-Comp Sci, Telecommunications, EE or equivalent experience
Experience	> 5 years of professional experience in networks and telecom

ROLE # 6	APPLICATION DEVELOPER – MAINFRAME
Service	Server Services
Description	This role designs, develops and supports application solutions to meet client requirements. They may design, develop and/or re-engineer highly complex application components, and integrate software packages, programs and reusable objects residing on mainframe platforms
Job Skills	<ul style="list-style-type: none"> • Develop Program Specifications • Perform Application Testing Activities • Translate Business – I/T Requirements • Understand Data Models • Use Application Development Methodologies & Tools • Use applications Strategies for Maintenance • Use Full Life Cycle • Use Library Management Tools • Use Programming Languages • Use test tools knowledge
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to <8 years including 5 years of analysis and programming, 4 years of design and 4 years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	> 8 years including 5 years in area of specialization, 3 years systems programming and 2 years project management experience

ROLE # 7	SYSTEMS PROGRAMMER
Service	Server Services
Description	This role provides the underlying system platform programming support on which applications are developed and/or deployed. Their expertise is required in many environments which may include operating systems, application development platforms, networking, packaged software, etc.
Job Skills	<ul style="list-style-type: none"> • Apply Problem Solving Techniques • Implement Networking Software • Implement Operating System • Implement Package Software • Perform Operating System Performance Tuning • Perform System Programming • Plan Implementation of Operating System
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to <8 years including 5 years of analysis and programming, 4 years of design and 4 years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	> 8 years including 5 years in area of specialization, 3 years systems programming and 2 years project management experience

ROLE # 8	SERVER INFRASTRUCTURE SPECIALIST
Service	Server Services
Description	This role delivers perform services to clients in support of a Hardware Platform. These services would involve the installation of an Operating System Infrastructure to enable the Application environment.
Job Skills	<ul style="list-style-type: none"> • Apply Knowledge of Performance/Capacity Planning • Implement Operating System • Perform Problem Management Assessment/Design • Perform Product Conversion • Plan Implementation of Operating System • Support Operating System
Skills Level	Intermediate
Education	BS/BA Degree from an accredited university/college or equivalent experience
Experience	>2 to <5 years in a support role/environment
Skills Level	Senior
Education	BS/BA Degree from an accredited university/college or equivalent experience
Experience	> 5 years in a support environment including 2 years of supervisory experience

ROLE # 9	INFRASTRUCTURE SPECIALIST – SERVER OPTIMIZATION & INTEGRATION SERVICES
Service	Server Services
Description	Implement Server Optimization and Integration Services helping clients create cost-effective, scalable and resilient server infrastructures to support business applications, using industry-leading practices based on IBM experience and intellectual capital, to define a future-state server environment.
Job Skills	<ul style="list-style-type: none"> • Install Operating System • Develop Infrastructure Strategy • Perform Hardware Problem Mgmt • Perform Operating System Problem Mgmt
Skills Level	Intermediate
Education	Bachelor's degree or equivalent in a technical discipline
Experience	>3 to <8 years professional experience in area of specialization; and working knowledge of related activities
Skills Level	Senior
Education	Master's degree or equivalent in a technical discipline

ROLE # 10	INFRASTRUCTURE SPECIALIST – STORAGE & DATA PRODUCT SERVICES
Service	Server Services
Description	Deliver a comprehensive set of services for IBM storage products including disk systems, NAS and software installations
Job Skills	<ul style="list-style-type: none"> • Install Operating System • Develop Infrastructure Strategy • Perform Hardware Problem Mgmt • Perform Operating System Problem Mgmt
Skills Level	Intermediate
Education	Bachelor's degree or equivalent in a technical discipline
Experience	>3 to <8 years professional experience in area of specialization; and working knowledge of related activities
Skills Level	Senior
Education	Master's degree or equivalent in a technical discipline
Experience	

ROLE # 11	INFRASTRUCTURE SPECIALIST – MIDDLEWARE IMPLEMENTATION SERVICES
Service	Middleware Services
Description	This role assists clients in the selection, implementation, and production support of Middleware solutions. They apply technical expertise on implementation engagements to advise how to integrate technology into the clients' business environment in order to achieve client expected business results and to successfully implement the products which are part of the rapid deployment services or middleware migration solution.
Job Skills	<ul style="list-style-type: none"> • Install Operating System • Develop Infrastructure Strategy • Perform Hardware Problem Mgmt • Perform Operating System Problem Mgmt
Skills Level	Intermediate
Education	Bachelor's degree or equivalent in a technical discipline
Experience	>3 to <8 years professional experience in area of specialization; and working knowledge of related activities
Skills Level	Senior
Education	Master's degree or equivalent in a technical discipline
Experience	

ROLE # 12	SYSTEM ADMINISTRATOR
Service	Server Services
Description	This role is performed by technical professionals who specialize in providing perform services to clients on hardware and software components. Activities include operation and maintenance of operating systems across multiple platforms, middleware applications, various database technologies, high availability solutions and load balancing.
Job Skills	<ul style="list-style-type: none"> • Analyze Problems/Situations • Apply Problem Solving Techniques • Implement System HW/SW Components • Manage Project Change • Manage Performance/Capacity • Perform Project Tracking/Reporting/Delivery Process • Perform System Performance Tuning • Perform Root Cause Analysis • Use System Analysis • Use Systems Monitor Tools
Skills Level	Intermediate
Education	AS or AA in CS, CIS or equivalent technical studies with specialized training in documentation, spreadsheet and flow-charting tools
Experience	> 2 to 4 years systems administrator experience
Skills Level	Senior
Education	AS or AA in CS, CIS or equivalent technical studies with specialized training in documentation, spreadsheet and flow-charting tools
Experience	> 4 years systems administrator experience

ROLE # 13	SYSTEM MANAGEMENT – AIX
Service	Server Services
Description	This role performs services to install, operate and maintain complex centralised and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and co-ordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. They draw on their professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality client solutions. They understand and ensure compliance with one or all Systems Management Control (SMC) disciplines.
Job Skills	<ul style="list-style-type: none"> • Develop Systems Operating Procedures • Implement System Mgmt/Monitor Systems • Manage Performance/Capacity • Manage System Change • Perform Availability Management • Perform Problem Mgmt • Perform System Performance Tuning • Use Systems Monitor Tools
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5 yrs of industry experience
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8 yrs of industry experience

ROLE # 14	SYSTEM MANAGEMENT – DB2
Service	Server Services
Description	This role performs services to install, operate and maintain complex centralised and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and co-ordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. They draw on their professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality client solutions. They understand and ensure compliance with one or all Systems Management Control (SMC) disciplines.
Job Skills	<ul style="list-style-type: none"> • Develop Systems Operating Procedures • Implement System Mgmt/Monitor Systems • Manage Performance/Capacity • Manage System Change • Perform Availability Management • Perform Problem Mgmt • Perform System Performance Tuning • Use Systems Monitor Tools
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5 yrs of industry experience
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8 yrs of industry experience

ROLE # 15	SYSTEM MANAGEMENT – NOTES
Service	Server Services
Description	This role performs services to install, operate and maintain complex centralised and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and co-ordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. They draw on their professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality client solutions. They understand and ensure compliance with one or all Systems Management Control (SMC) disciplines.
Job Skills	<ul style="list-style-type: none"> • Develop Systems Operating Procedures • Implement System Mgmt/Monitor Systems • Manage Performance/Capacity • Manage System Change • Perform Availability Management • Perform Problem Mgmt • Perform System Performance Tuning • Use Systems Monitor Tools
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5 yrs of industry experience
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8 yrs of industry experience

ROLE # 16	SYSTEM MANAGEMENT – WINDOWS
Service	Server Services
Description	This role performs services to install, operate and maintain complex centralised and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and co-ordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. They draw on their professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality client solutions. They understand and ensure compliance with one or all Systems Management Control (SMC) disciplines.
Job Skills	<ul style="list-style-type: none"> • Develop Systems Operating Procedures • Implement System Mgmt/Monitor Systems • Manage Performance/Capacity • Manage System Change • Perform Availability Management • Perform Problem Mgmt • Perform System Performance Tuning • Use Systems Monitor Tools
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5 yrs of industry experience
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8 yrs of industry experience

ROLE # 17	NETWORK ANALYST
Service	Integrated Communication Services
Description	This role is responsible for operating, maintaining, monitoring, and analyzing small-medium complex multi-vendor networks. They are also responsible for analyzing and resolving (second and/or third level) problems for all network components. They interface with ISP NOCs and various network vendors, and utilise the Systems Management Processes specific to their customers. Their responsibilities include: Install, maintain and manage network hardware, firmware and software; Perform and/or manage problem determination and change; use client internal general tools for network operation/maintenance; Operate and maintain network management tools; Interface with customers, cross-organization and vendors; Perform high level network analysis and physical design.
Job Skills	<ul style="list-style-type: none"> • Advise Users on Network Troubleshooting • Advise Users on Using Network • Use Network Component/Topology Knowledge
Skills Level	Intermediate
Education	BS-Comp Sci, Telecommunications, EE or equivalent experience
Experience	>2 to <5 years of professional experience in networks and telecom
Skills Level	Senior
Education	MS-Comp Sci, Telecommunications, EE or equivalent experience
Experience	> 5 years of professional experience in networks and telecom

ROLE # 18	DATABASE ADMINISTRATOR
Service	Middleware Services
Description	This role specifies and places and modifies data to support the development of applications solutions, and is responsible for the data used, updated and produced by the application. They perform the transformation of the logical data model to the physical model and resulting database structures. They also implement, tune and maintain the databases used by the application in the production environment.
Job Skills	<ul style="list-style-type: none"> • Advise Data Distribution Strategy • Advise Data Management Policies & Procedures • Advise Data & Database Administration • Advise on Data Mgmt SW selection • Advise on Database Performance/Tuning/Measurement • Advise on Physical Database Design & Tuning Solutions • Advise on Very Large Database (VLDB) environments • Advise Physical Database Support • Apply Data Distribution Strategy • Implement Data Distribution Strategy
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>3 to < 5 years related data processing experience
Skills Level	Senior
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>5 years DBA experience with a cross-section of database environments

ROLE # 19	DATA SPECIALIST/ANALYST
Service	Middleware Services
Description	This role provides the leadership throughout the life cycle of the project in the area of data. They actively partner with the Data Modelers to provide a consistent and accurate view and definition of the data requirements throughout the enterprise. They participate in the facilitation of the design and implementation of databases and the movement of data from the operational and external environments to the business intelligence environment.
Job Skills	<ul style="list-style-type: none"> • Advise Data Distribution Strategy • Advise Logical Data Design • Advise on Data Standards and Modeling • Advise on Data Warehouse Deployments • Advise on Metadata Management • Apply Data Distribution Strategy • Apply Data Modeling Techniques • Architect Database - Enterprise Data Model • Design Data Warehouse & Data Mart Structure • Implement Metadata Management • Perform Data Modeling
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>3 to < 5 years related data processing experience
Skills Level	Senior
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>5 years DBA experience with a cross-section of database environments

ROLE # 20	DATABASE ADMINISTRATOR – DB2 OR ORACLE
Service	Middleware Services
Description	This role specifies and places and modifies data to support the development of applications solutions, and is responsible for the data used, updated and produced by the application. They perform the transformation of the logical data model to the physical model and resulting database structures. They also implement, tune and maintain the databases used by the application in the production environment.
Job Skills	<ul style="list-style-type: none"> • Advise Data Distribution Strategy • Advise Data Management Policies & Procedures • Advise Data & Database Administration • Advise on Data Mgmt SW selection • Advise on Database Performance/Tuning/Measurement • Advise on Physical Database Design & Tuning Solutions • Advise on Very Large Database (VLDB) environments • Advise Physical Database Support • Apply Data Distribution Strategy • Implement Data Distribution Strategy
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5 yrs of industry experience
Skills Level	Senior
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8 yrs of industry experience

ROLE # 21	INFORMATION/DATA ANALYST
Service	Middleware Services
Description	This role designs the elements required to structure the data aspects of solution, including databases, file systems, and storage management. They define the data-process relationships and data property requirements in areas such as source, location, integrity, availability, performance, and age.
Job Skills	<ul style="list-style-type: none"> • Advise on Database Performance/Tuning/Measurement • Apply Data Modeling Techniques to I/T Solutions • Architect I/T Solutions Using Databases • Design Data Warehouse & Data Mart Structure • Design Physical Environment for Data
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>3 to < 5 years related data processing experience
Skills Level	Senior
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>5 years DBA experience with a cross-section of database environments

ROLE # 22	SECURITY DELIVERY SPECIALIST
Service	Security & Privacy Services
Description	This role is a subject matter expert responsible for defining, developing, implementing and assuring security policies, processes, tools and architectures that encompass Logical controls, Network security controls, Physical controls, Risk management, Security incident & issue management, Security integrity advisory processes, and Security status checking.
Job Skills	<ul style="list-style-type: none"> • Develop Security Solutions • Develop Security Policy • Manage Logical Access Controls • Manage Security Health Checking • Perform IT Security Issue & Incident Management • Perform Security Process Reviews • Perform Technical Testing • Support Security Policies & Standards
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to 8 years of experience in project management with 4+ years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

ROLE # 23	SECURITY SPECIALIST
Service	Security & Privacy Services
Description	This role performs and implements client security solutions in I/T environments. This includes but is not limited to mainframes, client/server platforms, networks, and associated software environments. Examples of activities performed by this role include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance.
Job Skills	<ul style="list-style-type: none"> • Apply Knowledge of Key Security Standards • Apply PKI Technology in Security Solutions • Implement Enterprise-wide Security Admin Solutions • Implement Intrusion Detection Solutions • Implement Network Security Solutions • Implement Secure Remote Access Solutions • Implement Security Middleware/Platforms/Applications/DS/System Management • Implement Security Solutions to Meet Business Requirements
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to 8 years of experience in project management with 4+ years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

ROLE # 24	WEB SECURITY SPECIALIST
Service	Security & Privacy Services
Description	This role performs and implements client security solutions in I/T environments. This includes but is not limited to mainframes, client/server platforms, networks, and associated software environments. Examples of activities performed by this role include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance.
Job Skills	<ul style="list-style-type: none"> • Apply Knowledge of Key Security Standards • Apply PKI Technology in Security Solutions • Implement Enterprise-wide Security Admin Solutions • Implement Intrusion Detection Solutions • Implement Network Security Solutions • Implement Secure Remote Access Solutions • Implement Security Middleware/Platforms/Applications/DS/System Management • Implement Security Solutions to Meet Business Requirements
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to 8 years of experience in project management with 4+ years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

Operation Management Services

ROLE # 25	TEAM LEADER
Service	Server Services
Description	This role guides a team in providing services in a customer, multi-vendor, multi-protocol complex network/ systems environments. Interacts frequently with customers, vendors and management to ensure high level of customer satisfaction. Acts as technical resource and point of escalation for team members. Engages in identifying and resolving complex problems relating to product/service installation, update, configuration, operations, performance, or other aspects of information technology products and services.
Job Skills	<ul style="list-style-type: none"> • Apply Leadership Abilities • Lead in Solution of Technical Problems • Manage Project Change • Perform Post Job Completion Review • Use Cross-functional Teams
Skills Level	Intermediate
Education	AS or AA in CS, CIS or equivalent technical studies with specialized PMP (Project Management Professional) courses desirable
Experience	>2 to <4 years experience including 1 year technical experience.
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification desirable
Experience	>4 years experience with 2 years technical experience

ROLE # 26	TECHNICAL TEAM LEADER
Service	Server Services
Description	This individual acts as a role model and discharge technical management within a team, encouraging mutual respect and commitment. Encourages groups to work together and takes responsibility for team building to optimise performance by working with other Team Leaders, planning and managing resources to provide correct levels of cover. Sets challenging but achievable team targets to match business metrics, performance standards and SLA's and manages Individual and Team Performance. Subsequently, aligns individual and team training requirements with business needs within budget guidance. Manages daily, weekly, monthly process changes which may affect the team and reacts to and resolves issues inside and where practical, outside department. Ensures Service Levels and Standards are maintained at all times, improvement of PMR resolution and respect of procedures. For example % of calls taken live, Time a PMH or a PMS spent in FO and BO, calls handled according to severity and priority, calls closed when customers agree, PMR or PMS are correctly documented before transmission to the next level of support, ...). Ensures effective resolution of complaints, takes responsibility for final decisions on call resolution and escalation, improves backlog management. Foster team building by encouraging individuals to share knowledge, highlighting problems or critical situations to management or team, being pro active in everything regarding Team working behaviours. Represents the team at user group meetings and input to the development of new systems applications. Uses regular, effective performance reviews meetings within teams, Reviewing and acting upon the weekly/ monthly Operating Reports for his team. Ensures skills assessments of team members are current.
Job Skills	<ul style="list-style-type: none"> • Analyze Problems/Situations • Apply Coaching Techniques • Develop Change Leadership Capability • Develop Solutions for Technical Problems • Lead Individuals and Teams • Manage Problem Resolution Escalation Process • Manage Project Change • Perform Interpersonal Communication • Teamwork • Use Formal & Informal Network
Skills Level	Intermediate
Education	AS or AA in CS, CIS or equivalent technical studies with specialized PMP (Project Management Professional) courses desirable
Experience	>2 to <4 years experience including 1 year technical experience.
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification desirable
Experience	>4 years experience with 2 years technical experience

ROLE # 27	SERVICES COORDINATOR
Service	Server Services
Description	<p>The Service coordinator supervises, coordinates and maintains on a daily basis, the levels of service agreed with and expected by the customer (SLA or equivalent documents) while keeping a constant focus on improving the performance of the services provided. Note: This role is scalable, i.e., for small contracts the SM/DPE would typically execute this role as well. The Service Co-ordinator represents the customer viewpoint to the delivery organisation resources allocated (from the Operational Competencies) to the contract.</p> <p>Responsibilities: Be the first Service Management contact point for the delivery organisation for all the “operational activities of the customer”; Assume the leadership and the operational responsibility for the resources (from the Operational Competencies) allocated to the customers or services under his responsibility; With agreement from the SM/DPE, be the customer’s focal point for all aspects concerning service delivery on a day to day basis taking any necessary action to maintain and to reinforce the quality of these operational contacts; Own the operational Service or Customer documentation used within the delivery organisation and assume responsibility for its update; Assume responsibility for updating the hardware and software inventories in accordance with asset management processes; Participate in service status meetings of the delivery organisation, providing information and analysis related to the services delivered to the customer and support the SM/DPE in the service status meetings held with the customer; Raise requirements to the relevant delivery organisation functions in order to improve efficiency; Provide the SM/DPE with reports on workload monitoring; Participate in contractual customer meetings upon the SM/DPE’s request; Obtain the SM/DPE’s agreement to providing additional resources which may affect costs; Support the SM/DPE in the establishment of customer satisfaction measurements with regard to due services; Ensure the coherence of the backup and data recovery plan.</p>
Job Skills	<ul style="list-style-type: none"> • Apply ISO 9001:2000 Standards • Apply Knowledge of Business Process Applications • Apply Knowledge of Disaster Recovery Procedures • Apply Knowledge of IAS Process • Apply Knowledge of Market-Driven Quality • Apply Project Management Techniques • Apply System Management Methodology • Develop Customer Needs • Manage Services Levels • Perform Project Reviews
Skills Level	Intermediate
Education	AS or AA in CS, CIS or equivalent technical studies with specialized PMP (Project Management Professional) courses desirable
Experience	>2 to <4 years experience including 1 year technical experience.
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification desirable
Experience	>4 years experience with 2 years technical experience

Project Management Services

ROLE # 28	PROJECT ADMINISTRATOR
Service	Server Services
Description	This role provides project support through ownership and management of project documentation and facilitation of project team communications. They work under the direction of the Project Manager to assist in driving projects to successful completion
Job Skills	<ul style="list-style-type: none"> • Apply Client/Subcontractor Contract Mgmt Knowledge • Facilitate Communications • Foster Communications Teamwork/Lead Teams • Manage Project Files • Manage Project/Contract Against Schedule • Manage/Track/Report Project Metrics • Update Project Documentation • Use Worldwide PM Method & Tools
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification desirable
Experience	>2 to <6 years of project management experience with 3 years of additional technical experience
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification required
Experience	> 6 years of project management experience and 4 years of additional technical experience

ROLE # 29	PROJECT MANAGER
Service	Server Services
Description	This role is responsible for leading a project team in delivering a solution to the customer using the appropriate business measurements and terms and conditions for the project according to the project charter, project agreement or contract. They have overall performance responsibility for managing scope, cost, schedule, and contractual deliverables, which includes applying techniques for planning, tracking, change control, and risk management. They are responsible for managing all project resources, including subcontractors, and for establishing an effective communication plan with the project team and the customer. They provide day to day direction to the project team and regular project status to the customer.
Job Skills	<ul style="list-style-type: none"> • Perform Project Execution, Control, & Closure • Perform Project Initiation & Planning • Perform Project Leadership & Communications • Use Worldwide PM Method & Tools
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline PMP (Project Management Professional) certification desirable
Experience	>2 to <6 years of project management experience with 3 years of additional technical experience
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline PMP (Project Management Professional) certification required
Experience	> 6 years of project management experience and 4 years of additional technical experience

ROLE # 30	TRANSITION MANAGER
Service	Server Services
Description	This role is responsible to ensure that services projects are implemented within the terms of the contract. They focus on managing the project engagement with a focus on balancing organisation profit and long-term client opportunity. This position develops and manages the tactical and strategic resource plan while balancing profit and utilisation objectives.
Job Skills	<ul style="list-style-type: none"> • Apply Transition Scenarios • Perform Transition Planning
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification desirable
Experience	>2 to <6 years of project management experience with 3 years of additional technical experience
Skills Level	Senior
Education	BS/BA – CS, CIS, EE, Math or equivalent experience in technical or business discipline. PMP (Project Management Professional) certification required
Experience	> 6 years of project management experience and 4 years of additional technical experience

IT Consulting Services

ROLE # 31	BUSINESS ANALYST
Service	Middleware Services
Description	This role is responsible for identifying and documenting requirements and analyzing these requirements from a business perspective. They define current and future operational scenarios (processes, models, use cases, plans and solutions) and work with the client and the I/T Architect to ensure proper translation of business requirements to I/T solution requirements.
Job Skills	<ul style="list-style-type: none"> • Analyze Client Business Processes • Apply Data and Process Placement in I/T Solutions • Develop Business Cases • Develop Business Requirements • Identify/Analyze/Document Requirements • Lead Development of Requirements • Perform analysis technique • Perform Business Modeling • Translate Business – I/T Requirements • Use JAD Technique • Use JAR Technique
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to 8 years of experience in project management with 4+ years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

ROLE # 32	IT MANAGEMENT CONSULTANT
Service	IT Strategy & Architect Services
Description	This role provides management consulting to client IT and Business Executives who are responsible for managing and delivering IT related services to their end user community or external customers. They define the business drivers and associated IT capabilities and services that are required, develop the IT capabilities and implement the IT business management systems required to maintain IT value and service delivery.
Job Skills	<ul style="list-style-type: none"> • Advise on IT Management System • Advise on IT Organization & Staffing • Advise on IT Process Model • Advise on IT Services & IT Capabilities • Advise on IT Value & Cost Management Systems • Analyse Client Environment • Develop Initiatives & Transition Plan • Develop IT Services Strategy • Develop Solution Approach • Perform IT Assessment
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to 8 years of experience in project management with 4+ years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

ROLE # 33	SYSTEMS MANAGEMENT / OPERATIONS ARCHITECT
Service	Server Services
Description	This role is responsible for the modelling and implementation of the Systems Management processes for the management of complex information systems. They gather and analyse client I/T needs, translates these needs into requirements for specific systems management processes, products, and services, and may lead or advise the teams which install, operate and maintain the I/T systems.
Job Skills	<ul style="list-style-type: none"> • Advise NC Systems Management • Apply System Management Methodology • Architect Dispersed Operation Infrastructure • Design Systems Management Framework
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>4 to 8 years of experience in project management with 2 to 4 years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

ROLE # 34	BUSINESS CONTINUITY & RECOVERY CONSULTANT
Service	Business Continuity & Resiliency Services
Description	This role assists clients with determining, implementing and managing their enterprise wide continuity program. They provide a broad set of consultant skills that focus on total enterprise-wide continuity strategies. Engagements supported are cross-industry and include all platforms, IBM and non-IBM.
Job Skills	<ul style="list-style-type: none"> • Develop Continuity Plan • Develop Technical Backup & Recovery Procedures • Develop Technical Continuity Strategy • Perform Business Impact Analysis • Perform Recoverability Assessment
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	> 6 years of experience
Skills Level	Senior
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	> 6 years of experience

ROLE # 35	INFRASTRUCTURE ARCHITECT – IT TRANSFORMATION STRATEGY & DESIGN SERVICES
Service	IT Strategy & Architecture Services
Description	This role concentrates on the development and design of IT Transformation solutions that support the business requirements of the client. Solution responsibility can include infrastructure strategy and design, systems strategy and design, communications strategy and design, and data center strategy and design. Included in the focus areas are the critical evaluation and selection of the software and hardware components (including partners) of the infrastructure. Best practices in this role use reference architectures and service product assets to develop conceptual and detailed designs. Infrastructure Architects are responsible for performance, availability and scalability of the solution and the impact on the client's infrastructure.
Job Skills	<ul style="list-style-type: none"> • Architect I/T Solutions Using Application Platforms • Architect I/T Solutions Using Databases • Architect I/T Solutions Using NW Mgmt Products
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5yrs of industry experience
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8yrs of industry experience

ROLE # 36	INFRASTRUCTURE ARCHITECT – STORAGE & DATA PRODUCT SERVICES
Service 8	Server Services
Description	Deliver a comprehensive set of services for IBM storage products including disk systems, NAS and software installations
Job Skills	<ul style="list-style-type: none"> • Architect I/T Solutions using Application Platforms • Architect I/T Solutions using Databases • Architect I/T Solutions using Network Management Products
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>2 to <4 years experience in the primary skill required and/or >5yrs of industry experience
Skills Level	Senior
Education	MS/MBA and BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>4 years experience in the primary skill required and/or >8yrs of industry experience

ROLE # 37	TECHNICAL SOLUTION ARCHITECT
Service	Server Services
Description	This role assumes overall technical responsibility for the success of solution construction, implementation and system integration in a technology, industry or business speciality. They deliver new and complex high quality solutions to clients in response to varying business requirements. They utilise in-depth knowledge of leading-edge products and technology in conjunction with industry and business skills to influence clients.
Job Skills	<ul style="list-style-type: none"> • Apply Client Strategy & Planning • Apply Contract Bid & Negotiation Management • Create & Deliver Proposals • Develop Client Solutions • Manage Non-Standard Contract Terms
Skills Level	Intermediate
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	>4 to <6 years
Skills Level	Senior
Education	BS/BA - CS, CIS, EE, Math or equivalent technical studies
Experience	> 6 years of experience

ROLE # 38	NETWORK PERFORMANCE SPECIALIST
Service	Integrated Communication Services
Description	This role analyzes, assesses, plans, administers, tunes and implements bandwidth capacity and performance parameters of all multi-vendor network hardware & software components within the enterprise network.
Job Skills	<ul style="list-style-type: none"> • Advise on Network Management Solution Design • Use Knowledge of Network Mgmt Services • Use Knowledge of Network Mgmt Objectives/Benefits
Skills Level	Intermediate
Education	BS-Comp Sci, Telecommunications, EE or equivalent experience
Experience	>2 to <5 years of professional experience in networks and telecom
Skills Level	Senior
Education	MS-Comp Sci, Telecommunications, EE or equivalent experience
Experience	> 5 years of professional experience in networks and telecom

ROLE # 39	SECURITY & PRIVACY CONSULTANT
Service	Security & Privacy Services
Description	This role helps clients understand key security and privacy issues, risks, exposures and vulnerabilities using workshops and assessments and develop security and privacy programs to meet client's business needs. They also architect secure solutions to address specific security and privacy requirements.
Job Skills	<ul style="list-style-type: none"> • Advise Network Op Environment Security Considerations • Advise Security Implementation Requirements • Advise Security Management Considerations • Advise Server Op Environment Security Considerations • Analyze Security Business Requirements • Develop e-Business Solutions • Develop PKI Solutions • Develop Privacy Solutions • Develop Security Governance • Perform Security Testing
Skills Level	Intermediate
Education	BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>6 to 8 years of experience in project management with 4+ years in area of specialization
Skills Level	Senior
Education	MS/MBA and BS/BA – CS, CIS, EE, Math or equivalent technical studies
Experience	>8 years experience with 3 years of project management and 5 years in area of specialization

ROLE # 40	IT CONSULTANT
	(No Price Associated To This Role In Our Rates Table – Priced Based On Specific Requirements)
Description	<p>This role should be used on an exception base and has been included in our catalogue to meet skills requirements that are non-standard and/or outside of any of the above described roles.</p> <p>For example, it can be used when...</p> <ul style="list-style-type: none"> • Skills required are not included in any of the above roles • A combination of the above roles are required (i.e. network skills & storage skills) • Specific technology not included in the above roles is required <p>When this role is selected, the Virtual Bench team will work with you to price this requirement.</p>