

PAY AND CONDITIONS REVIEW PROJECT – PHASE 2

ROLE TEMPLATE FOR STREAMLINING PROCESS

ICT Practitioner SFIA Level 2 (Score: 449, Grade: G)

Degree of professional ability and maturity required of a practitioner in order to perform successfully.

Autonomy	Works under routine supervision. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.
Influence	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.
Complexity	Performs a range of varied work activities in a variety of structured environments.
Business skills	Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.

Work Activities

1. Designs simple programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result. - TSPROG201
2. Responding to instructions or following agreed plans, installs or removes hardware and/or software, using supplied installation instructions and tools; follows agreed procedures, including those for wiring work. Takes defined action on simple problems, confirms correct functionality of hardware and software installations and advises supervisor and, if appropriate, users. - TSHSIN201
3. Assists with more complex installations, evaluates change requests and works with allied functions. - TSHSIN206
4. Uses the facilities of the tools and systems available, as directed, to monitor and report on regular activities which are subject to the Service Level Management process and SLA (Service Level Agreement), or OLA (Operational Level Agreement) such as job activity, transaction processing, network activity, database activity, etc. - TSSLMO201
5. Receives and logs requests for support from help desk, other service delivery staff and/or users. - TSASUP201
6. Carries out routine operations that control data processing, peripherals, and communications and networking equipment, including start-up, simple re-configuration, shutdown and normal re-start procedures. - TSITOP201
7. Carries out routine monitoring, logging and reporting tasks, taking defined action on simple problems. Reports unforeseen or exceptional events to supervisor. Carries out and observes all associated administrative and clerical procedures. - TSITOP202
8. Modifies queuing parameters and job priorities within defined limits, to improve job throughput or the processing of output. - TSITOP204
9. Uses network management systems software and appropriate analysis equipment to collect routine network load statistics, and create reports as required. - TSNTAS201
10. Following agreed procedures, receives and handles requests for information, and provides routine advice to users on systems, products and services which are available to them. - TSUSUP201
11. Following agreed procedures, receives and handles requests for support, provides information to enable problem resolution and promptly allocates unresolved calls as appropriate. - TSUSUP202
12. Assists users to make more effective use of desk-top systems, products and services, making initial diagnosis of problems and advising known solutions where applicable. - TSUSUP204
13. Assists in investigating and overcoming simple problems. - TSSSUP203

ICT Practitioner SFIA Level 3 (Score: 472, Grade: H)

Degree of professional ability and maturity required of a practitioner in order to perform successfully.

Autonomy	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.
Influence	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.
Complexity	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.
Business skills	Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

Work Activities

1. Designs moderately complex programs and program modifications from supplied specifications, using agreed standards and tools, to achieve a well engineered result. - TSPROG301
2. Carries out fault diagnosis relating to moderately complex problems, reporting the results of such diagnosis in a clear and concise manner. - TSSINT305
3. Installs or removes hardware and/or software, using supplied installation instructions and tools; follows agreed standards, including those for electrical work. Agrees the timing of the work with those affected, eg users, operations management, including, where appropriate, hand-over to client. - TSHSIN301
4. Conducts tests of the hardware and/or software affected using supplied test procedures and diagnostic tools. Helps to resolve problems and faults, and corrects malfunctions, calling on help from more experienced colleagues if required. Documents results in accordance with agreed procedures. - TSHSIN302
5. Uses the facilities of the tools and systems available to monitor and report on regular activities which are subject to the Service Level Management process and SLA OR OLA such as job activity, transaction processing, network activity, database activity, etc. - TSSLMO301
6. Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria. - TSASUP301
7. Within own area of competence, and following agreed procedures, investigates issues and other requests for support and determines appropriate actions to take. - TSASUP302
8. Carries out all routine tasks associated with operating and controlling the installed hardware and software. This may include multiple hardware or software platforms. - TSITOP301
9. Carries out required monitoring, logging and reporting tasks. Takes action on known errors and documented workarounds, logging such actions and advising supervisor or specialists when management or specialist attention is required. - TSITOP302
10. Responds to simple enquiries from users, specialists and others and takes appropriate action within defined limits of responsibility or area of specialism to deal with processing priorities, running tests, or facilitating and overseeing installation, removal, upgrading and repair of equipment. - TSITOP304
11. Answers and processes calls and enquiries at a help desk, personally resolving the majority of referred problems. Accepts escalations and initiates first-level support action. - TSNTOP301
12. Investigates, diagnoses and resolves low impact network problems within service level agreement tolerances, referring to network users, other staff, and suppliers, as necessary. - TSNTOP305
13. Under supervision, implements network changes and maintenance routines, utilising the appropriate tools and test equipment. - TSNTOP306
14. Enrols users or groups, maintains system security, and monitors user and group access to databases. - TSDBAD303

15. Using standard procedures and tools, carries out defined tasks associated with the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for communication of data, voice, text or images within one or more computer systems. - TSNTAS304
16. Following agreed procedures, provides advice to users on systems, products and services which are available to them. - TSUSUP301
17. Responds to requests for support by providing information to enable problem resolution and promptly allocates unresolved calls as appropriate. – TSUSUP302
18. Diagnoses and resolves straightforward problems. - TSSSUP304

ICT Practitioner SFIA Level 4 (Score: 554, Proposed Grade: J)

Degree of professional ability and maturity required of a practitioner in order to perform successfully.

Autonomy	Works under general direction within clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
Influence	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
Complexity	Performs a broad range of complex technical or professional work activities, in a variety of contexts.
Business skills	Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

Work Activities

1. Defines, documents and safely executes small-scale projects, (typically less than six months, with a small team, limited budget, no interdependency with other projects, and no significant strategic impact) actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project. - TSPRMG401
2. Working alone on simple systems or with colleagues on more complex systems, produces outline system specifications covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development, requirements not met, and alternatives considered. - TSDESN401
3. Designs large and/or complex programs and program modifications from supplied specifications using agreed standards and tools, to achieve a well engineered result. - TSPROG401
4. Installs or removes hardware and/or software, using supplied installation instructions and tools within established procedures and quality systems, including, where appropriate, hand-over to client. Follows agreed standards, including, where appropriate, those for electrical work. - TSHSIN401
5. Helps to resolve problems (eg poor performance) and faults (eg system failure) occurring in the operation of hardware and software - especially those requiring greater installation expertise. - TSHSIN405
6. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic. - TSRELM403
7. Reviews releases, upgrades and fixes available from system software suppliers and identifies those which merit action. Maintains awareness of existing and emerging software and hardware solutions and develops upgrade plans. - TSSYSP401
8. Receives and logs requests for support from help desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria and the needs of the organisation. - TSASUP401
9. Carries out the full range of defined tasks associated with operating and controlling the installed hardware and software. This may involve the use of multiple hardware and software platforms. - TSITOP401
10. Conducts investigations of operational problems, makes proposals for improvement, and implements them when appropriate. Participates in reviews of systems performance, provides advice, and assists specialists or other system or service providers to plan details of amendments and upgrades to systems. - TSITOP406
11. Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the Management and operations Skill, to maintain overall network performance. - TSNTOP406
12. As directed, implements network changes and maintenance routines, utilising the appropriate tools and test equipment. - TSNTOP407

13. Provides detailed personal advice and guidance to all users in the effective use of systems, products and services available to them; demonstrates ingenuity in applying knowledge to non-standard situations. - TSUSUP401
14. Maintains programme and project files. Services project control boards, project assurance teams, and quality review meetings. - TSPROF405
15. Diagnoses and resolves relatively complex problems. – TSSSUP404
16. Where required, provides customers with training in the use of the systems, products and services supported, giving full information on the relevant features and capabilities. - TSSSUP406

ICT Practitioner SFIA Level 5 (Score: 627, Grade: L)

Degree of professional ability and maturity required of a practitioner in order to perform successfully.

Autonomy	Works under broad direction. Is fully accountable for own technical work and/or project/supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.
Influence	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.
Complexity	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements.
Business skills	Advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs, plans, executes and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement. Demonstrates creativity and innovation in applying solutions for the benefit of the customer.

Work Activities

1. Carries out assignments, alone or as part of a team, applying knowledge, skills, and experience. Demonstrates an understanding of the issues of interest to the client organisation and proposes viable solutions within the scope of own expertise, taking into account the needs of those affected. - TSCNSL501
2. Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies. - TSTECH501
3. Carries out specific assignments related to the technical specialism, either alone or as part of a team. - TSTECH505
4. Takes responsibility for the definition, documentation and safe execution of small to medium-scale projects, (typically lasting 6-12 months, with direct business impact, team of 3-5 and firm deadlines), actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project. - TSPRMG501
5. Takes responsibility for investigative work to determine business opportunities, and specify effective business processes. Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment. Applies and monitors the use of required modelling and analysis tools, methods and standards in an intelligent and effective way. - TSBUAN501
6. In a specified area of authority, works with business management to define and initiate systems development projects which support the organisation's objectives and strategic plans. Communicates information about planned projects as appropriate. - TSDLMG501
7. Takes responsibility for the design, coding, testing and documentation of particularly large, complex or mission critical programs. - TSPROG505
8. Specifies and designs large or complex systems, covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development, requirements not met, and alternatives considered. - TSDESN501
9. Leads the assessment and selection of suitable software packages to meet all or parts of specified requirements. - TSDESN508
10. Takes responsibility for one or more installation projects, providing effective team leadership. - TSHSIN501

11. Manages database resources, including allocation of system storage. Working with the capacity management function, plans for future storage requirements, and prepares cases for additional resources. - TSDBAD505
12. Takes responsibility for significant aspects of the installing, upgrading, operation, control, maintenance and effective use of local and wide area networks for the communication of data, voice, text or images. - TSNTOP501
13. Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the capacity management function and Network control and operations, to maintain overall network performance. - TSNTAS505
14. Assisted by user representatives, technical specialists and legal specialists, assesses tenders on the basis of the pre-defined evaluation criteria and in accordance with relevant procurement processes and tender evaluation models. Presents evaluation results and recommends suppliers to those responsible for authorising the procurements. - TSPROC
15. Regularly monitors the incidence, status and speed of resolution of enquiries and problems; is pro-active in devising improvements and recommending changes to systems, products or services. Evaluates potential solutions, and implements agreed field modifications or workarounds. –TSUSUP505
16. Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays. – TSASUP503
17. Monitors levels of service performance, ensures detailed metrics and records are kept and analysed, provides adequate, accurate and timely reports, to Customers and providers and initiates appropriate action to resolve issues involving other service management processes as necessary. Monitors the effectiveness of all service level management tools and processes in use. Recommends and justifies the purchase of new or upgraded tools and processes. – TSSLMO505

ICT Practitioner SFIA Level 6.1 (Score: 729, Grade: O)

Degree of professional ability and maturity required of a practitioner in order to perform successfully.

Autonomy	Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.
Influence	Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.
Complexity	Performs highly complex work activities covering technical, financial and quality aspects. Creatively applies a wide range of technical principles.
Business skills	Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s).

Work Activities

1. Plans, organises and carries out consultancy assignments alone, or leads a team of consultants. Possesses the perception to devise solutions and recognise opportunities across a very broad front and shows the ability to take action to exploit opportunities that will have a measurable effect on profit/operational effectiveness. - TSCNSL601
2. Maintains knowledge of the technical specialism at the highest level. Takes an active part in appropriate learned, professional and trade bodies. - TSTECH601
3. Takes responsibility for specific assignments related to the technical specialism, often as the leader of a team. - TSTECH607
4. Maintains up-to-date knowledge of emerging technology trends and developments over a broad range of information and communications technologies. Monitors outcomes of research work, seeking to identify where technology might be deployed in order to deliver business improvements and competitive advantage. - TSINOV602
5. Takes responsibility for the definition, documentation and successful completion of complex projects, (typically >12 months, with significant business, political, or high-profile impact, and high-risk dependencies), directing and counselling project team members, and advising clients/users as necessary on all phases. - TSPRMG601
6. Identifies and investigates specific technologies, products, methods and techniques to assess their potential benefit to the organisation and role in the ICT strategy. - TSEMRG602
7. Takes responsibility for major decision making in the planning of communications networks, taking account of the need for quality, security, availability, reliability, integrity and safety, and utilising (as appropriate) specialised techniques, tools, methods or standards. - TSNTPL606
8. Leads one or more project teams; allocating and monitoring tasks, motivating staff and appraising individual performance. - TSPRMG604
9. Takes full technical responsibility for all aspects of systems specification and design, ensuring compatibility with enterprise and solutions architectures. - TSDESN601
10. Plays a major technical role in the assessment and selection of software packages. - TSDESN605
11. Provides advice and guidance to, business management, analysts, designers, and less experienced colleagues on all aspects of network design and technology. Interfaces with designers and planners from external suppliers and network service providers, to ensure that network requirements (particularly network response times, volumetric information and security requirements) are reflected in the overall specification. - TSNTDS604
12. Recognises, and actively seeks ways to exploit information technology to address complex business, organisational and technical issues, of both a conventional and innovative nature. Influences senior level customers and project teams through change management initiatives, ensuring that professional standards are maintained. - TSITMG603
13. Leads some, or all, parts of the procurement process (from eliciting users' requirements in respect of products and services, to placing contracts) for those procurements that are of greatest cost or most value to own organisation. - TSPROC602
14. Ensures that standards and procedures for the effective integration of systems into operational services are developed, maintained and adhered to. – TSSINT601

ICT Practitioner SFIA Level 6.2 (Score: 789, Grade: Q)

Degree of professional ability and maturity required of a practitioner in order to perform successfully.

Autonomy	Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.
Influence	Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. Develops high-level relationships with customers, suppliers and industry leaders.
Complexity	Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.
Business skills	Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.

Work Activities

- Keeps in close touch with and contributes to current developments in the technical specialism within employing organisation, own industry and professional and trade bodies. Is fluent at articulating best practice and is a recognised authority in the technical specialism. - TSTECH602
- Provides expert advice to those engaged in activities where the technical specialism is applicable within IT and related areas such as budgetary and financial planning, litigation, legislation, and health and safety. - TSTECH603
- Plays a major role in the development of the organisation's strategic plans, including the creative use of information and communications technology. - TSINOV601
- Works with the most senior client/user management in establishing the contribution that IS can make to business objectives, defining strategies, agreeing and prioritising high-level requirements, conducting feasibility studies, producing both high-level and detailed business models, overseeing development and implementing solutions, taking into account as necessary any safety related implications of systems considered. Determines the appropriate definition and allocation of tasks to junior analysis staff as and when required, and takes full responsibility for their work. - TSBUAN601
- Works with client or user management to define a costed and prioritised programme of systems development which supports the organisation's objectives and strategic plans. Communicates information about the agreed programme to IS and client/user management. - TSDLMG601
- Plays an active part in the wider policy making and overall management of IS within the organisation. - TSDLMG607
- Within a budgetary framework and with full accountability, takes management responsibility for a complete IT function where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation or use of information systems. - TSITMG601
- Takes full responsibility for budgeting, estimating, planning and objective setting for the work of the function, within agreed policies. Establishes and operates systems to monitor progress, take corrective action and produce reports as required by senior management. - TSITMG604
- Within a budgetary framework and with full accountability, takes overall responsibility for the installation, upgrading, operations management, and maintenance of local and wide area networks for the communication and convergence of data, voice, text or images. Where the measure of success depends upon achieving consistent levels of service quality, ensures that these levels meet or exceed any Service Level Agreement requirement or organisational target. - TSNTOP601
- Is responsible for the assessment of major tenders on the basis of pre-defined evaluation criteria and in accordance with relevant procurement processes and tender evaluation models. Presents evaluation results and recommends suppliers to those responsible for authorising the procurements. - TSPROC605

11. Creates, identifies and responds to opportunities for providing products and services to the customer organisation, liaising with those responsible in own organisation. Promotes products and services at a high level, both internally and externally. Encourages the development of new products to meet future needs. - TSACMG602