

Embedding Standards 2005

IT Project Coordinator

APO Defined

Overall Responsibility (Defined from subcategory descriptor)

Level 5

Autonomy

Works under broad direction. Full accountability for own technical work or project/supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones, team objectives and delegates assignments. Work is often self-initiated.

Influence

Influences organisation, customers, suppliers and peers within industry on contribution of specialisation. Significant responsibility for the work of others and for the allocation of resources. Decisions impact on success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.

Complexity

Challenging range variety of complex technical or professional work activities. Work requires application of fundamental principles in a wide and often unpredictable range of contexts. Understands relationship between specialism and wider customer/organisational requirements.

Business Skills

Advises on the available standards, methods, tools and applications in own area of specialisation and can make correct choices from alternatives. Is capable of the analysis, diagnosis, design, planning, execution and evaluation of work to time, cost and quality targets. Communicates effectively, both formally and informally, with colleagues, subordinates and customers. Demonstrates qualities of leadership. Clear understanding of the relationship between own area of responsibility/specialisation to the employing organisation and takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Maintains awareness of developments in the IS industry. Can analyse user requirements and advise users on scope and options for operational improvement. Demonstrates creativity and innovation in applying IS solutions for the benefit of the user.

Strategy & Planning

Business/IS strategy and planning

Business Risk Management

The planning and implementation of organisation-wide processes and procedures for the management of risk in all IS activities and projects.

Level 5

Implements and operates organisation-wide processes and procedures, tools and techniques for the

management of risk in all IS activities and projects.

Technical strategy & planning

Methods and tools

Ensuring that appropriate methods and tools for the planning, development, operation, management and maintenance of systems are adopted and used effectively throughout the organisation.

Level 5

Promotes and ensures use of appropriate techniques, methodologies and tools.

Links = BCS ISM-METL5 e-skills NOS-507

Management & Administration

Project management

Project Management

The management of projects, typically involving the development and implementation of information systems to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality.

Level 5

Leads project planning, scheduling, monitoring, and reporting activities for large projects. Carries out risk assessment and prepares and maintains project, quality and risk plans. Controls manpower and all costs against project budget. Attends project board to report on progress. Ensures system is delivered within planned cost, timescale and resource budgets, project deliverables are signed off. Ensures Quality reviews occur on schedule and according to procedure.

Links = BCS ISM-PRMG4 BCS ISM-PRMG5 e-skills NOS-206 e-skills NOS-506

Project Office

The provision of support and guidance on project management processes, procedures, tools and techniques to programme and project managers and their teams. The use of project management software. The development, production and maintenance of time, resource, cost and exception plans. The tracking and reporting of progress and performance of IS projects (including those performed by third parties under contract). The maintenance of programme and/or project files. The servicing of project control boards, project assurance teams and quality review meetings. The analysis of performance and the maintenance of metric data and estimating models. The administration of project change control, including use of configuration management systems.

Level 4

Uses and recommends project control solutions for planning, scheduling, and tracking projects. Sets up and provides detailed guidance on project management software, procedures, processes, tools and techniques. Attends project control boards, project assurance teams and quality review meetings. Provides basic guidance on individual project proposals.

Links = BCS ISM-PROF4 e-skills NOS-206 e-skills NOS-409

Quality management

Quality Assurance

The process of ensuring that the agreed quality standards within an organisation are adhered to and that best practice is promulgated throughout the organisation.

Level 3

Uses appropriate methods tools and applications in the development, maintenance, control and distribution of IS/ICT quality and environmental standards. Distributes new and revised standards according to documented procedures. Makes technical changes to quality and environmental standards, according to documented procedures.

Links = BCS ISM-QUST2 BCS ISM-QUST3 e-skills NOS-206 e-skills NOS-325 e-skills NOS-328 e-skills NOS-330 e-skills NOS-334

Resource management

Systems Development management

The management of resources in order to plan, estimate and carry out programmes of systems development work to time, budget and quality targets and in accordance with appropriate standards.

Level 6

Identify and manage resources necessary for all stages (planning, estimation, execution) of individual systems development projects to ensure technical financial and quality targets are met.

Links = BCS ISM-DLMG6 e-skills NOS-206 e-skills NOS-507

Sales & Marketing

Sales & marketing

Marketing

The research, analysis and stimulation of potential or existing markets for IS products and services, both to provide a sound basis for their development and to generate a satisfactory flow of sales enquiries.

Level 4

Maintains successful internal and external business relationships. Plans and conducts market research. Investigates and analyses customer dynamics and uses research to inform marketing plans. In telecoms especially, this includes plans for customer loyalty. Organises marketing events and drafts marketing support materials such as brochures and mailshots.

Links = BCS ISM-MKTG4 e-skills NOS-206 e-skills NOS-341

Development & Implementation

System development

Business Analysis

The methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, and the information they use. The definition of requirements for improving any aspect of the processes and systems. The creation of viable specifications in preparation for the construction of information and communication systems.

Level 4

Creates requirements specification and business case for development of ICT solution by investigating business processes and business needs.

Systems Design

The specification and design of IS solutions and systems architecture to meet defined business needs.

Level 4

Recommends/designs structures and tools for systems which meet business needs. Delivers 'technical visualisation' of proposed system for approval by customer and execution by system developers. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly systems.

Links = BCS ISM-DESN4 EBNOS-1054 e-skills NOS-206 e-skills NOS-404

Service Delivery

Education and training

Education & Training Delivery

The teaching of IS/ICT knowledge, and techniques and training in IS skills to help students and staff fulfil IS roles.

Level 4

Customise and deliver training to a variety of audiences using a range of instructional techniques.

Links = BCS ISM-ETDL4 e-skills NOS-206 e-skills NOS-401