Career Development Stairway (CaDS)

Job descriptions (English version)

Contents

A. Sub sector: **Business Process Outsourcing (BPO) and operations**

1. Supply Chain Advisory Analyst

Sub sector: Business Process Outsourcing (BPO) and operations
Level: 4
Job title: Supply Chain Advisory Analyst
Other Job title (s): Supply Chain Analyst

Mission/Responsibilities

Work with external/internal customers to develop and deploy Supply Chain Operations capability for the Client Account. Plan, forecast, Direct Material Fulfillment, order, master schedule, logistics, vendor performance and contract management metrics and guidance.

Description:
- Work within and outside documented processes and apply appropriate judgment based services that deliver client value to the supply chain/procurement processes.
- Develop proposals for managing supply chain processes
- Manage Execution of Supply Management functions
- Identify, recommend and implement operational efficiencies to drive continuous improvement in the execution of procurement processes
- Create pay order (PO) based on production and spares requirement
- Manage and create transfer orders for parts requirement
- Analyze excess stock and provide recommendation for optimisation
- Plan according to forecast and create necessary back up plan
- Ensure shortage is taken care of by appropriate follow ups to closure
- Expedite on time delivery with the supplier
- Involve on quote process for better pricing
- Identify the right vendor with competitive pricing
- Maintain vendor performance scorecards
- Involve in price negotiation
- Resolve discrepancy in invoices to ensure on time payment to vendors and suppliers
- Hire, retain and grow supply chain operations expert team for the client account
- Build and maintain relationship with category managers/partners/distribution centers and vendors for supply chain operations (Training, QA and delivery)
- Build supply chain and procurement industry expertise within the team and build knowledge on the latest technologies and trends on client work, training content and people development
- Monitor and review production progress against deadline targets to ensure on time delivery.
- Develop re-usable assets such as training content, case database, QA approach and process maps
- Build Standard Operating Procedures (SOPs) and Local Work Instructions (LWIs) for supply chain operations processes that can be leveraged for transition of other client categories, which can also be deployed to new client as a suite of services
- Deploy and monitor standard metrics and Service Level Agreements(SLAs) for supply chain operations processes including financial metrics

- Monitor and improve overall quality of services of the client for supply chain operations work via continuous improvement program, deployment of required assets, personnel and techniques

Qualifications/Experience
- Preferably a degree in procurement or supply chain management, or any other relevant field of study.

Required Competencies
- **Interpersonal Relationship**- Take responsibility for ensuring effective collaboration and take necessary measures to enforce them
- **Initiative -** Welcomes new or different solutions and approaches and maintains a positive and constructive attitude towards change, setbacks or stressful situations
- **Commitment and Collaboration -** Inspires trust by demonstrating the right attitude, such as honoring the commitments
- **Analysis and innovation -** Communicates effectively and makes thoughtful recommendations to management
- **Values and Ethics -** Actively contributes to well-being in the workplace and in the creation of a safe, healthy and respectful work environment
- **Communication** - Demonstrates openness in sharing information and keeping people informed.
- **Other competencies**
- Keeps up to date with the development in the field of computing
- Has good risk management skills
- Excellent communication and presentation skills
- Very strong technical skills

Career progression
- Supply Chain Advisory Senior Analyst

B. Sub sector**: Software Development and Web**

2.   Web Master

Sub sector: Software Development and Web

Level: 2

Job Title(s): Webmaster, Webmestre, Administrateur de Site Web, Webmestre Éditorial, Webmaster Editorial, Webmestre Technique, Webmaster Technique, Animateur de Site, Website Administrator, Editorial Webmaster, Technical Webmaster, Site Moderator, Rédacteur Web, Content Editor

Mission/Responsibilities
Manage components of several websites and create their contents.

Description:
- Create and optimise contents for websites
- Participate in the administration and maintenance of the site
- Manage CMS and newsletter softwares
- Manage visual graphics for multimedia interfaces and editorial content
- Integrate multimedia elements
- Operate the website
- Perform daily monitoring of the website(s)
- Improve its search engine optimisation
- Update and archive contents of the website

Qualifications/Experience
Diploma in Multimedia or web development or information technology

Required Comptencies
- **Interpersonal Relationship -** Develop and maintain effective relationships
- **Initiative** - Welcome new or different solutions and approaches and maintain a positive and constructive attitude towards change, setbacks or stressful situations
- **Commitment and Collaboration** - Inspire trust by demonstrating the right attitude, such as honouring commitments
- **Analysis and innovation -** Bring improvements based on solutions, approaches, products or innovative services
- **Values and Ethics -** Actively contribute to well-being at the workplace and in the building of a safe, healthy and respectful work environment
- **Leadership**- Support team development. Give others opportunities to practise new skills and capabilities, and provide or arrange coaching. Works to provide a supportive environment by securing necessary resources and removing blocks to effective working.
- **Communication** - Demonstrate oral and/or written communication skills that result in very clear and concise messages and feedback.

Other competencies

- Knowledge of web languages such as CSS, HTML
- Fluent in both French and English (both written and spoken)
- Attention to detail
- Creative and Inquisitive
- Abide by the various regulations pertaining to security and data protection

Career Progression
- Web Marketer
- Digital Project Manager

3. Web Marketer

Sub sector: Software Development and Web
Level: 3

Job Title(s)): Web Marketer, E-Marketeur, Web-Marketeur, Web Marketeur, Consultant en Webmarketing, Consultant en E-Marketing, Référenceur, Web Analyst, Community Manager, SEO Expert, SEO Manager , Chargé de trafic SEO

Mission/Responsibilities

Participate in the development, design and management of websites to increase the web traffic and sales

Description:

- Analyse competition, trends and types of consumers
- Define internet marketing strategy, its integration and its relevance to the overall marketing strategy
- Provide and develop engaging contents on social media for the clients
- Manage websites: respond to clients in a timely manner
- Create texts, images and video content for the website
- Set the search engine optimisation strategy of the site and its position in the search engines with respect to keywords and phrases related to the website
- Ensure coordination between the partners of the site
- Configure and initiate online campaigns
- Conduct regular reporting on the impact of campaigns and provide corrective measures to improve the business performance of the site

Qualifications/Expérience
- Degree in e-business / e-marketing or a degree in Communications.
- Knowledge in multimedia, graphic design.
- Minimum 2 years of experience in a similar role

Required Competencies

- **Interpersonal Relationship -** Take responsibility for ensuring effective collaboration and take necessary measures to enforce them
- **Initiative** – Adopt changes, identify warning signals (i.e. trends, potential problems) and notify those involved
- **Commitment and Collaboration** - Organise work, from the level of task planning to implementation, ensuring overall efficiency
- **Analysis and innovation -** Communicate effectively and make sound recommendations to the management
- **Values and Ethics** – Demonstrate excellence in the delivery of services to clients and act with transparency and fairness

- **Leadership -** Give clear direction and instruction. Instill confidence in others by making them feel better equipped to do their job
- **Other competencies**
- A good knowledge of IT, in particular extensive knowledge of marketing to promote website traffic
- Good editorial skills
- Strong knowledge in implementing the varied tools such as different methods of Social Media Marketing (SMM), Search Engine Optimisation (SEO), Search Engine Marketing (SEM), Social Engine Advertising (SEA)
- Stay up-to-date with technology trends

Career Progression
- Senior Digital Web Marketer
- Digital Project Manager

4. **DevOps Engineer**

Sub sector: Software Development and Web

Level: 3
Job title (s): Full stack developer

Mission/Responsibilities
Description:
- Contributes to front-end and back-end application software development
- Contributes to the development of systems and testing automation
- Assists with build/release management as needed
- Supervises the systems administration and developers team
- Provides support as needed
- Assists with testing as needed
- Works in close collaboration with Project Managers, Developers and Designers

Qualifications/Experience
- Bachelor's Degree or equivalent experience in IT
- At least 5 years in extensive programming (Front and back end programming languages)
- Strong knowledge of HTML, CSS and others
- Understanding of basic prototype design, UI design, UX design is an advantage

Required Competencies
- **Interpersonal relationship-** Demonstrates an understanding of the roles and responsibilities of team members and balances own needs and those of the team or organisation
- **Initiative –** Manages work activities according to the changing priorities of the organisation
- **Commitment and Collaboration –** Consults colleagues, partners, customers, users and other stakeholders and acts accordingly in response to their concerns
- **Analysis and Innovation –** Has the ability to step back and review the approach
- **Value and Ethics –** Actively contributes to the well-being at the workplace and in the building of a safe, healthy and respectful work environment
- **Leadership -** Gives clear direction and instruction. Builds others' confidence, making them feel better equipped to do their jobs
- **Communication** - Disseminates information appropriately and in a timely manner. Excellent spoken and written proficiency

Career progression
- Principal DevOps Engineer

5. Digital Marketing Manager

Sub sector: Software Development and Web

Level: 5

Job title (s): Digital Marketing Manager, Head of Digital Marketing, Digital Marketer, Digital marketing lead, Director of Marketing

Mission/Responsibilities
Define and implement the digital marketing strategy and communication plan, and manage the web marketing offer

Description:
- Manage the webmarketing team
- Advise and provide support to clients in their digital strategies
- Ensure that objectives are achieved (Qualitative / Quantitative) by complying with customer requirements
- Ensure proper follow-up of all aspects of marketing operations
- Ensure compliance and relevance of established procedures
- Identify and develop digital marketing solutions based on clients requirements by using the latest technologies
- Define strategies to increase profitability, sales and improve client relationship
- Participate in the implementation of internal and external communications using traditional and digital channels
  Participate in the content creation for several communication medium: social media, blogs, books etc.

Qualifications/Experience
Degree/Masters in Communication, Marketing or Digital Marketing
Minimum 5 years' experience in digital marketing
Minimum 3 years' experience in management

Required Competencies
- **Interpersonal Relationship -** Is accountable for influencing stakeholders and managing 'high value' relationships at a strategic level. Manage reputational risk with key stakeholders
- **Initiative –** Adopt changes, identify warning signals (i.e. trends, potential problems) and notifies those involved
- **Commitment and Collaboration -** Create alignment across the organisation to obtain and deploy necessary resources to exceed business results.
- Implement bold decisions after calculating risks and consulting with the business. Optimise systems and processes to maximise broad organisational success.
- **Analysis and innovation -** Express a clear vision for the future of the business and communicate it in a language that can be understood by everyone. Thinks globally and

integrates activities, ideas and developments to optimize sustainable growth and business performance.

- **Values and Ethics -** Demonstrate excellence in the delivery of services to clients and act with transparency and fairness
- **Leadership -** Communicate and gains team commitment to achieve a shared vision.
- Inspire and equip others to overcome challenges in order to meet the set goals. Build a strong sense of loyalty and dedication to the team.
- **Communication** - Present comprehensive feedback and keep supervisor and co-workers informed.
- **Other competencies**

- Innovative and dynamic
- Willingness to learn
- Possess excellent organisational and planning skills

Career progression
- Chief Executive Officer
- Head of Digital Marketing Department

c. Sub Sector: **Infrastructure and Systems**

6. Systems Administrator

Sub Sector: **Infrastructure and Systems**

Level: 3

Job Title: **Systems Administrator**

Mission/Responsibilities
Responsible for effective provisioning, installation, configuration, operation, and maintenance of systems hardware and software and related infrastructure, participates in technical research and development to enable continuing innovation within the infrastructure and ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values.

Description
- Install new /rebuild / migrate/ upgrade existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with latest standards
- Install and configure systems
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Perform system monitoring, ensuring the integrity, performance, capacity and availability of all resources, taking corrective actions where needed.
- Perform regular security monitoring to identify any possible intrusions.
- Perform data management
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Qualifications/Experience
- Background in IT – Degree or Diploma Holder
- At least 3 years' work experience as a Server Administrator.
- Certifications as applicable to the specific environment e;g Microsoft certifications: Microsoft Certified Solutions Association (MCSA), Microsoft Certified Solutions Experts (MCSEW2k3/W2k8/W2k12)
- Knowledge of IT Service Management / ITIL

Required Competencies
- **Interpersonal relationship-**Takes responsibility for ensuring effective collaboration and takes necessary measures to enforce them
- **Initiative –**Adopts changes, identifies warning signals (i.e. trends, potential problems) and notifies those involved
- **Commitment and Collaboration –**Organises work, from the level of task planning to implementation, ensuring overall efficiency
- **Analysis and Innovation –**Communicates effectively and makes thoughtful recommendations to the management
- **Value and Ethics –** Demonstrates excellence in the delivery of services to clients and acts with transparency and fairness

- **Leadership -** Gives clear direction and instruction. Builds others' confidence, making them feel better equipped to do their jobs
- **Communication** - Disseminates information appropriately and in a timely manner.
- **Other competencies**

- Ability to deliver projects of excellent quality
- Logical thinking
- Planning and organisational skills
- Maintain confidentiality at all times

Career Progression
- Senior Systems Administrator
- IT Manager
- Technical Architect
- Chief Information Officer

D. Sub sector: **Service Management**

7. Digital Project Manager

Sub sector: Service Management

Level: 4

Job title (s): Digital Project Manager, Project manager SEO, Project Manager e-commerce, Project Manager web, Functional Digital Project Manager, referenceur web

Mission/Responsibilities
Responsible for the development, implementation and management of digital projects and SEO strategy of clients
Promote the website on the Net to improve web traffic
Responsible of marketing, commercial strategies and initiatives including communication and relationship marketing.
Monitor and administer web analytics dashboards and work with key reporting tools to ensure accurate and consistent performance reporting

Description:
- Define the technical specifications of the website based on the client requirements and validate the production plan.
- Define the optimal SEO strategy for clients
- Advise clients on their SEO and web visibility strategies
- Design and monitor SEO actions
- Perform site audits to identify technical SEO issues and communicate technical aspects of site that require enhancements for SEO
- Prepare regular status reports and develop performance dashboard that illustrate recommendations against pre-established KPIs on a recurring basis
- Stay up-to-date on digital marketing search trends

Qualifications/Experience
- Degree in Communication, Marketing, Digital Marketing
- Sound understanding of SEO best practices
- Up-to-date with new technologies
- Experience in webmaster
- Minimum 3 years of experience in digital marketing and communication

Required Competencies

- **Interpersonal Relationship**- Take responsibility for ensuring effective collaboration and take necessary measures to enforce them
- **Initiative -** Adopt changes, identify warning signals (i.e. trends, potential problems) and notify those involved
- **Commitment and Collaboration -** Set realistic and stretching goals, linked to the strategy of the company, which unite and motivate people for achievement of such goals. Analyse costs, budgets, risks and benefits to enhance effectiveness and efficiency

and take action when needed. Use benchmarks and performance measures to continuously improve business and manage processes.

- **Analysis and innovation -** Is guided by latest market developments and recognise trends and opportunities for innovation and act upon these insights. Think through different potential scenarios to come up with alternative strategies to cope with the changing environment.
- **Values and Ethics -** Demonstrate excellence in the delivery of services to clients and act with transparency and fairness
- **Leadership** - Communicate and gain team commitment to achieve a shared vision. Inspire and empower others to overcome difficulties and achieve goals. Nurture strong team identity and pride
- **Communication** - Make use of technology to communicate effectively to diverse audiences and individuals.
- **Other competencies**
- Coaching of junior staff
- Creative and dynamic
- Has knowledge and skills in marketing and communication
- •Stay up-to-date with technology trends Good project management skills
- Good communication skills in English and French (both written and spoken)
- Knowledge of digital marketing tools

Career Progression
- Digital Marketing Director
- Senior Project Manager, SEO
- Director, Marketing
- Digital Marketing Manager
- Director, Web
- Senior Project Manager

E. Sub sector: **Intelligent Emerging Services**

8. Data Analyst

Sub sector: **Intelligent Emerging Services**

Level: 3

Job Title: Data Analyst

Other job titles: Finance Analyst, Reporting Analyst, Business Operation Analyst, Content Management Analyst, Marketing Analyst, Operation Analyst, Financial Analyst, Management Information, Business Information

Mission/Responsibilities

Extract, transform, analyse, and report complex data (financial, market related or other) by working with cutting edge tools and new technologies.

Description:

- Manage data and interpret data and turning it into information which can offer ways to improve a business, thus affecting business decisions
- Perform Quality Assurance of imported data and ensure data integrity
- Scrutinise legal and other formal documents and identify relevant information applicable to specific industry.
- Detect and rectify errors in data
- Liaise with development team to suggest improvements / changes to the systems or tools.
- Liaise with other business teams to suggest updates to existing data.
- Contribute and participate in Ad-Hoc projects.
- Create relevant reports as per the needs of the targeted audience
- Provide technical expertise on data storage structures, data mining, and data cleansing.

Qualifications/Experience

- Degree in Finance/ Banking/ Mathematics/ Business/ Statistics / IT or any other related field.
- At least 2 years working experience in relevant field.
- Past experience in performing of reconciliation would be an advantage.
- Ability to handle complex information

Required competencies
- **Interpersonal relationship-** Develops and maintains effective relationships
- **Initiative –** Manages work activities according to the changing priorities of the organiszation
- **Commitment and Collaboration –** Inspires trust by demonstrating the right attitude, such as honoring the commitments
- **Analysis and Innovation –** Communicates effectively and makes thoughtful recommendations to the management
- **Value and Ethics –** Actively contributes to the well-being at the workplace and in the building of a safe, healthy and respectful work environment
- **Leadership -** Gives clear direction and instruction. Builds others' confidence, making them feel better equipped to do their jobs
- **Communication** - Exhibits the ability to explain or describe in a manner that is easily understood by most recipients

- **Other competencies**

- Knowledge of testing approaches and techniques
- Excellent Analysis Skills

Career progression
- Senior Data/Business Analyst
- Data analysis Team Leader

- Senior Data/Business Analyst

9. Blockchain Engineer

Sub sector: Intelligent Emerging Services

Level: 3
Job title (s): Blockchain Engineer

Mission/Responsibilities
To implement and maintain applications that make use of Blockchain technologies such as Hyperledger Fabric or Ethereum

Description:
- To analyse technical requirements for setting up a Blockchain solution based on given functional needs.
- To assist in the setup of private Blockchain infrastructure whether on premise or in the Cloud.
- To implement smart contracts that live on the Blockchain as well as Distributed Apps (DApps) that will interact with smart contracts.

Qualifications/Experience
- Minimum Bachelor Degree in Computer Science , Information Systems or Equivalent
- Ability to implement applications in Python
- Ability to implementation applications in Java or .Net
- Understanding on how to setup private Blockchain such as Hyperledger Fabric or Ethereum
- Ability to code smart contracts on Blockchain technology

Required Competencies
- **Interpersonal relationship-** Listens actively, respects others and takes into account different point of views of others and integrates them
- **Initiative –** Manages work activities according to the changing priorities of the organisation
- **Commitment and Collaboration –** Consults colleagues, partners, customers, users and others stakeholders and acts accordingly in response to their concerns
- **Analysis and Innovation –** Has the ability to step back and review the approach
- **Value and Ethics –** Actively contributes to the well-being at the workplace and in the building of a safe, healthy and respectful work environment
- **Leadership -** Gives clear direction and instruction. Builds others' confidence, making them feel better equipped to do their jobs
- **Communication** - Disseminates information appropriately and in a timely manner
- **Other competencies**
- Excellent spoken and written proficiency in the business language of the client(s)
- Excellent IT skills (competent in use of specialised software and office tools)

Career progression
- Blockchain Project Manager