

Job Classification System

EXAMPLE TASKS ICT SCALES 6 TO 8

Disclaimer: This job family assumes that the preceding level has been fully mastered before tasks at the next level are carried out.

Employee E, scale 6	Employee F, scale 7	Employee G, scale 8
Results to be achieved: General support and maintenance		
- Oversees compliance with regulations on data security; - Identifies bottlenecks/faults in the use of the network or systems; - Makes changes to the configuration database and checks that the configuration data is up to date; - Defines and adapts small-scale applications, for example the registration system, or builds less complex applications, such as programming a report; - Simplifies the use of standard packages by means of macros, menu control, etc.; - Introduces new programs and removes the old software; - Installs, configures and manages functional software applications; - Makes system adjustments relating to user-friendliness; - Is responsible for managing storage capacity as efficiently as possible; - Tests new or modified software; - Develops and designs websites and makes suggestions on setting them up; - Manages the placement of the content supplied on websites; - Manages the email, page names and the underlying links; - Maintains contacts with design agencies.	- Consults the central helpdesk about more far-reaching faults and problems on the network, etc., or carries out fault analyses independently (using manuals) and makes improvements; - Coordinates the helpdesk tasks; - Advises on functional-technical aspects of the use of programs, such as defining macros, creating layouts and drawing up or improving menu and/or control programs, etc.; - Makes improvement proposals to optimise the design of the incident process; - Supervises the introduction of new system software and modified application software, makes non-intrusive changes and records these in the system documentation; - Collects and supplies data required for drawing up a functional design for modifications to an existing information system or one to be newly designed; - Tests new or modified programs and records the results in a report; - Manages the maintenance and service contracts.	- Installs and manages network infrastructures and systems, including the installation of software, testing of systems, configuration management, capacity management, monitoring of the agreed performance, and developing and carrying out back-up procedures and documentation; - Makes proposals on the purchase of equipment and software, taking into account, among other things, the needs of users and the financial scope, and arranges the purchasing or tendering; - Gives advice on (new) requirements regarding infrastructure and systems, partly on the basis of consultation with users/decentralised ICT officers, suppliers, etc.; - Develops applications at the request of users with specific requirements, or develops parts of complex applications on the basis of the information analysis carried out, or purchases these on the basis of user requirements; - Monitors the performance, availability and reliability of the systems and advises on these; - Calls in specialists where necessary; - Coordinates tasks in the context of the GDPR (AVG) and of the data protection officer.
Results to be achieved: User support		
- Draws up user manuals; - Assesses and logs reports, determines the urgency and impact of the report, indicates causes and possible solutions, or passes incidents on to the central helpdesk (second-line support) where necessary.	- Resolves more complex faults in local use and helps and instructs users with local PC use and with local applications; - Advises users on the options for converting files from one system to another or between (versions of) software packages, or carries out these conversions personally;	- Provides information and advice regarding network environments and equipment, and introduces these; - Identifies developments regarding the use of systems and advises on these; - Gives individual or group tuition/courses to users/local ICT officers and draws up course and instruction material.

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	• Indicates options within the system in order to enable users to test the new software; • Surveys, translates and aligns user requirements when applications are modified or extended, in terms of technical implementation options, financial and organisational preconditions and the established automation standards, and translates user requirements into agreed program changes.	