European ICT Professional Role Profiles

Role	Area	Description
Account Manager	Support	Figure of reference for sales and customer satisfaction
Business Analyst	Design	Analyse the business domain and optimise business performance through the application of technology
Business Information Manager	Business	Proposes, designs and manages the functional development of the IS focusing on user needs
Chief Information Officer	Business	Develops and maintains IS to generate value for the business and to meet the needs of the organisation.
Data Scientist	Business	Drive the process for applying data analytics algorithms. Defines and implements the analytics process, representing the data in a visual form
Data Specialist	Design	Ensures implementation of organisations data management policy
Database Administrator	Service & Operations	Design, implement, monitor and maintain databases, both structured (e.g., relational) and unstructured (text).
Developer	Development	Designs and develops (coding) software components to respond to specific company solutions
Devops Expert	Process Improvement	Implement processes and tools for development (Dev) and deployment (Ops) throughout the entire software development cycle
Digital Consultant	Support	It supports the process for enhancing and understanding the value that digital technologies provide to the corporate business
Digital Educator	Support	Educate and train professionals to achieve optimal digital competence to support the organisation's business
Digital Media Specialist	Development	It integrates digital technology components for internal and external communication
Digital Transformation Leader	Process Improvement	Provides direction for executing the organisation's digital transformation strategy

Enterprise Architect	Design	Designs and maintains the holistic architecture of business processes and IS
ICT Operations Manager	Business	Manages overall ICT operations, people and assets
Information Security Manager	Technical	Leads and manages the organisation's information security policy
Information Security Specialist	Support	Ensures the implementation of the organisation's information security policies through the appropriate use of ICT resources
Network Specialist	Service & Operations	Ensures alignment of network, including telecommunications and/or IT infrastructure to meet the communication needs of the organisation
Product Owner	Process Improvement	Report stakeholder community needs and customer feedback to the development team
Project Manager	Technical	Manage projects for optimal performance and results
Quality Assurance Manager	Technical	Ensures that processes and organisations applying IS comply with quality policies.
Scrum Master	Process Improvement	Leads and mentors agile development teams
Service Manager	Technical	Plan, implement and manage user solutions
Service Support	Service & Operations	Provides both remote and onsite support to resolve technical issues for internal or external customers
Solution Designer	Design	Provides translation of business requirements into end-to-end IT solutions.
Systems Administrator	Service & Operation	Administer ICT system components to meet service needs
Systems Analyst	Design	Analyse organisational requirements and specify system software requirements for new IT solutions
Systems Architect	Design	Plan, design and integrate ICT system components, including hardware, software and services
(Technical) Specialist	Service & Operations	Maintains and repairs hardware, software and service applications
Test Specialist	Development	Design and test applications

Source: CEN Workshop Agreement (CWA) 16458-1:2018. https://www.cencenelec.eu/media/CEN-CENELEC/AreasOfWork/CEN%20sectors/Digital%20Society/CWA%20Download%20Area/ICT_SkillsWS/16458-1.pdf