



Summary Guide to the European Role Profiles for Ambient Assisted Living (AAL) Functions

The present document displays the knowledge, skills and competences required in the five currently most common **AAL Role Profiles at European level**. These AAL Role Profiles have been prepared by experts in the identification of digital Role Profiles, who have generated them after carefully analysing the job market needs from the employers' perspective, **within the CompAAL project**.

The present document includes the following AAL Role Profiles:

- AAL System Architect
- AAL Solutions and System Developer
- AAL Maintenance Specialist
- AAL Community Manager
- AAL Consultant

The CompAAL project is co-funded by the European Commission and runs within the framework of the [e-jobs Observatory initiative](#), which is a network of stakeholders in the field of e-jobs, with the objective to improve the market-nearness of trainings for e-jobs.

According to the e-jobs-observatory strategy, the purpose of the Role Profiles is to present current demand-driven competences in a format which is easy to understand and to apply.

The methodology used by the e-Jobs Observatory aims at providing Role Profiles that are generated and presented, according to the e-Competence Framework, a European reference framework, developed by the [European Standardisation organisations' Working Group on ICT Skills \(CEN Working Group on ICT Skills\)](#)¹.

Below, you will find a summary guide to understand the AAL European Specialist Role Profiles.

Each Role Profile is divided into two sections:

1. Role description

This consists of a table as follows (all entries in italics are explanations for the items listed in the left-hand column):

Role title	<i>Role Profile name.</i>
------------	---------------------------

¹ The [CEN Working Group on ICT Skills](#) aims to address e-Skills shortages, gaps and mismatches as well as a persistent digital divide that affects productivity growth, competitiveness, innovation, employment and social cohesion in Europe and supports the employment strategy for ICT, particularly the increase in highly qualified ICT labour and promotion of digital skills across workforce.

Also known as	Alternative titles that may be found and used by the market for this Role Profile.
Relevant professions	Professions for which these Role Profiles are relevant.
Summary statement	Indicates the main purpose of the Job role.
Mission	Describes the rationale of the Job role.
Deliverables: Accountable/Responsible/Contributor	Outlines the activities and their related outputs for which this Role is accountable/responsible/contributor.
Main task/s	Lists the main tasks to be performed by the Job Role.
Environment	Brief description of the Job Role's working environment.
KPI's	Indicators that allow measurement of the deliverables of the Job role.

2. Role profile

This section consists of two sub-sections (Profile Summary, Detailed Profile), each comprising a different table. The format of the table of the first sub-section (**Profile Summary**) is as follows:

AAL Communication Manager			Technical										Behavioural										Business												
Area	No.	Competence	Importance	T01 ¹	T02 ²	T03	T04 ³	T05	B01 ⁴	B02 ⁵	B03 ⁶	B04 ⁷	B05 ⁸	B09b	B05 ⁹	B07 ¹⁰	B05 ¹¹	B10 ¹²	B11 ¹³	B12	M01 ¹⁴	M02 ¹⁵	M03a	M03b	M03c	M03d	M03e	M03f	M03g	M04 ¹⁶	M05				
Plan	A.1	IS and Business Strategy Alignment																																	
	A.2	Service Level Management																																	
	A.3	Business Plan Development	high	x		x	x	x																											
	A.4	Product or Project Planning	low	x		x	x	x																											
	A.5	Architecture Design																																	
	A.6	Application Design																																	
	A.7	Technology and Market Watching	medium			x		x																											
	A.8	Sustainable Development																																	
Build	B.1	Design and Development	medium						x		x	x																							
	B.2	Systems Integration	low																																
	B.3	Testing	high																																
	B.4	Solution Deployment																																	
	B.5	Documentation Production	high																																
Run	C.1	User Support	high						x	x	x	x	x																						
	C.2	Change Support																																	
	C.3	Service Delivery	high																																
	C.4	Problem Management	medium																																
Enable	D.1	Information Security Strat. Development																																	
	D.2	ICT Quality Strategy Development																																	
	D.3	Education and Training Provision																																	
	D.4	Purchasing																																	
	D.5	Sales Proposal Development																																	
	D.6	Channel Management	medium			x																													
	D.7	Sales Management	medium																																
	D.8	Contract Management																																	
	D.9	Personnel Development																																	
	D.10	Information and Knowledge Management																																	
Manage	E.1	Forecast Development	medium			x																													
	E.2	Project and Portfolio Management	medium																																
	E.3	Risk Management	medium																																
	E.4	Relationship Management	high																																
	E.5	Process Improvement	high																																
	E.6	ICT Quality Management	medium																																
	E.7	Business Change Management	medium																																
	E.8	Information Security Management																																	
	E.9	IT Governance																																	

Structured in four dimensions, the Profile Summary reflects competence levels derived from the [European e-Competence Framework \(e-CF\)](#)² and a list of additional skills, including “soft skills”:

² [The European e-Competence Framework \(e-CF\)](#) is a reference framework of 36 ICT practitioner and management competences, classified according to their corresponding ICT business areas, that can be used and understood by ICT user and supply companies, the public sector, educational and social partners across Europe.

The e-Competence Framework distinguishes 4 Dimensions:

Dimension 1: reflects five e-Competence areas, derived from ICT business processes PLAN – BUILD – RUN – ENABLE – MANAGE.

Dimension 2: defines a set of e-Competences for each area (36 competences in total).

The relative importance (low – medium – high) of the e-Competences for the specific Role Profile is defined in the next column.

Dimension 4: contains additional skills, including “soft skills” which qualify the e-Competences of dimension 2. These additional skills are divided in three categories: technical, behavioural, managerial skills.

Each e-Competence is coupled with one or more additional skills. Crosses are used to mark the additional skills that correspond to each e-Competence. This demonstrates that each e-Competence can be fully deployed, only if it is accompanied by additional skills.

The format of the table of the second sub-section (**Detailed Profile**) is as follows:

<i>Dimension 2: e-Competences: Title + generic description</i>		
<i>Dimension 3: e-Competence proficiency levels</i>	Level 1	
	Level 2	
	Level 3	
	Level 4	
	Level 5	
<i>Dimension 4: Knowledge and Skills</i>		

The Detailed Profile consists of several information squares. Each information square is focused on one single e-Competence, as displayed in the specific Role Profile and is structured in three dimensions: the ones displayed on the Profile Summary, plus **Dimension 3**, which lists proficiency levels for each e-Competence. The levels provide statements of typical expectations of achievements and abilities associated with qualifications. These derive from the [European Qualification](#)

[Framework](#)³. Levels escalate from Level 1 to Level 5. This aims at offering a more concrete description of each of the e-Competences composing the Role Profile.

³ The [European Qualification Framework](#) is a common European reference system which links different countries' national qualification systems and frameworks together.