





**Role Profile for** 

# e-Tourism Content Curator



e-Jobs-Observatorv.eu





## e-Tourism Content Curator

# 1. Role Description

| Role title           | e-Tourism Content Curator   |  |  |
|----------------------|---|--|--|
| Also known as        |   |  |  |
| Relevant professions |   |  |  |
| Summary statement    | relevant content relevant to  |  |  |
| Mission              | and present a customized  | t through the vast amounts of<br>selection of the best and m<br>ay around specific themes of re  | nost relevant resources in a   |
| Deliverables         | Accountable   | Responsible  | Contributor  |
|                      | Content displayed in the curated parts of the web presence  | <ul> <li>Quality, relevance, accurateness, pertinence and timeliness of single content items</li> <li>Content classification</li> <li>Attractiveness of the overall content selection</li> <li>Content renewal rate</li> </ul> | <ul> <li>Website analytics</li> <li>Website usability analysis</li> <li>Search engine optimization</li> <li>Competitor benchmarking</li> <li>Trends monitoring in e-Tourism</li> </ul> |
| Main task/s          | particular topic into Distillation: reduce in most important or re Elevation: identify a online. Mashup: create unique point of view. Chronology: bring top         | nformation to a more simplisti   | c format sharing only the naller daily musings posted ting content to create a new and organize it on a timeline   |
| Environment          |   | tor works with the marketing o   |  |
| KPI's                | <ul> <li>Quantity of relevant</li> <li>Usability of the cura</li> <li>Additional and qualif</li> <li>Customer satisfaction</li> <li>Number of back linki</li> </ul> | content items<br>ited parts of the web presence<br>fied website traffic  |  |





## 2. Role Profile

## 1.1. Profile Summary

|       | e-Tourism Content Curator                  |          | 1   |  |  | 1  | Γec <b>l</b>                                       | nica  | ı  |   |   |  |  |            |                                 |                      | В   | char                          | iour                                      | ral  |                    |  |  |                                      | l  |  | •   | Wana   | ageri           | ial   |   |
|-------|--|----------|---|--|--|--|--|---|--|---|---|--|--|------------|---------------------------------|----------------------|---|-------------------------------|---|--|--------------------|--|--|--------------------------------------|--|--|---|--|-----------------|---|---|
| rea   | No. Competence                             | mportanc | TOT   | то2  | то3                                      | то₹  | TOS  | тоб   | TO7  | то8   | тоэ   | T1Ö  | вот  | B02        | B03                             | <b>B</b> 0₹          | B05   | Bod                           | B07                                       | воа  | B03                | B10  | Bil  | B12                                  | MO   | Мо   | ŽMO   | МО   | MO:             | MÖ  | MŌ  |
| lan   | A.1 IS and Business Strategy Alignment     |          | Ī   |  |  |  |  |   |  |   |   |  |  |            |                                 |                      |   |                               |   |  |                    |  |  | L                                    | Ī  | i  | J   | i  | Ĭ               |   |   |
|       | A.2 Service Level Management               | •        | 1   |  |  |  |  |   |  |   |   |  |  |            | х                               |                      |   |                               |   |  |                    |  |  | [                                    |  |  | X   | E  | I               |   |   |
|       | A.3 Business Plan Development              | •        | 1   |  |  |  |  |   |  |   |   |  |  |            |                                 |                      |   |                               |   |  |                    |  |  |                                      |  |  | 1   | Ĭ  |                 |   |   |
|       | A.4 Product or Project Planning            | •••      | I   |  |  |  |  | ×   |  | х   |   |  | ×  |            | ×                               |                      | ×   |                               |   |  |                    | х  |  |                                      | I  | ×  | Œ   | 1  | [               | X   |   |
|       | A.5 Architecture Design                    |          | l   |  |  |  |  | ×   |  | х   | х   | L  |  |            | х                               |                      |   |                               |   |  |                    |  |  | L                                    | l  | i  | .i  | i  | <u>:</u>        | i   |   |
|       | A.6 Application Design                     |          | 1   |  |  |  |  |   |  |   |   |  | X  |            | х                               |                      |   |                               |   |  |                    |  |  | [                                    |  |  | 1   |  | I               |   |   |
|       | A.7 Technology Watching                    | •        | I   |  |  |  |  | Ĭ   |  | х   |   |  |  |            |                                 |                      | ×   |                               |   |  |                    |  |  | [                                    | I  | 1  | 1   | Ι  | 1               |   | ×   |
|       | A.8 Sustainable Development                | •        |   |  |  |  |  |   |  |   |   |  |  |            |                                 |                      |   |                               |   |  |                    |  |  |                                      |  | -  | 7   | -  |                 |   |   |
| iuild | B.1 Design and Development                 |          | J   |  |  |  | :<br>:   | <u> </u>  | <u>.</u>   |   |   | L  |  |            |                                 |                      |   |                               |   |  |                    |  | <u></u>  | L                                    | l  | ļ  |   | <u>.</u>                                     | <u>.</u>        | <u> </u>                                      |   |
|       | B.2 Systems Integration                    |          |   |  |  | Ĺ  | :<br>:   | i   | :  |   |   | L  |  |            | х                               |                      |   |                               |   |  |                    |  | :  | L                                    | l  | i  | 1   | i  | <u>:</u>        | i)  |   |
|       | B.3 Testing                                | •        | Į   |  |  |  | ļ  | i   | Ĺ  |   |   | ļ  |  |            | ×                               | X                    |   |                               |   |  |                    |  | . x.,  | ļ                                    | Į  | j  | <u>.</u>  | <u></u>                                      | <u>.</u>        | <u> </u>                                      | ļ   |
|       | B.4 Solution Deployment                    |          | <b></b>   |  |  |  | i  | <u>:</u>  | į  |   | i   | įl   |  |            |                                 |                      |   |                               |   |  |                    |  | i  | į                                    | Į  | į  | .i  | X.   | Ĕ               | <u></u> j                                     | i   |
|       | B.5 Documentation Production               |          |   |  |  |  | :  | ×   | :  |   | :   | _  |  |            | х                               |                      |   |                               |   |  |                    |  |  |                                      | $\vdash$                                       | -  | :   |  | :               |   | :   |
| un    | C.1 User Support                           |          |   |  |  |  | :<br>:   | i   | :  |   |   | L  |  |            |                                 | ×                    |   |                               |   |  | х                  |  | ×  | ×                                    | l  | i  |   | i  | <u>:</u>        | i)  |   |
|       | C.2 Change Support                         |          | I   |  |  |  | Ĺ  | <u>:</u>  | Ĺ  |   |   |  |  |            |                                 |                      | ×   |                               |   |  |                    |  | ×  | ×                                    | L  | <u>:</u>   | j   | <u>:</u>                                     | i               | jj  |   |
|       | C.3 Service Delivery                       | •••      | L   |  |  |  | i  | <u>:</u>  | Ĺ  |   |   | į <u>.</u>                                     |  |            | ×                               |                      | ×   |                               |   |  |                    |  | ×  | į                                    | L  | <u>:</u>   | i   | <u>:</u>                                     | i               | 1)  | i   |
|       | C.4 Problem Management                     |          | ш   |  |  |  | :  | _   | :  |   | :   |  |  |            |                                 |                      |   |                               |   |  |                    | х  | ×  | ×                                    | ᆫ  | <u>:                                    </u>                   | :   |  | :               |   | :   |
| nable | D.1 Information Security Strat. Developmen | t T      |   |  |  |  |  | į   | ļ  |   |   | ļ]   |  |            | ]                               |                      |   |                               |   | <u> </u>   |                    |  | ļ  | ļ                                    | Ĺ  | į  |   | į  | ļ               | آسيا  |   |
|       | D.2 ICT Quality Strategy Development       |          | Į   | i  |  |  | ļ  | i   | ļ  | i   | ļļ  |  |  | i          |                                 |                      |   |                               |   | i  |                    |  | ļ  | ļ                                    | . х.   | E  | ļ   | i  | ļ               | i)  | ļ   |
|       | D.3 Education and Training Provision       | ]        | ļ   |  |  |  | į  | <u> </u>  | Ĺ  |   |   | įJ   |  |            |                                 |                      |   |                               |   |  |                    |  | į  | Į                                    | L  | ļ  | <u></u>   | ļ  | ļ               | ļ)  | Ĺ   |
|       | D.4 Purchasing                             |          | Į   | زإ   |  | ļ  | i  | ļ   | i  | ļļ  |   | Ļ  |  | زإ         |                                 |                      |   |                               |   | ļ  |                    |  | i  | Ļ                                    | . Х.   | ķ  | .i  | سيخ  | į               | ليبيا   |   |
|       | D.5 Sales Proposal Development             |          |   |  |  | ļ  | ļ  | ļ   | ļ  | ļļ  |   | ļ  |  |            |                                 |                      |   |                               |   | ļļ   |                    | X  | ļ  | ļ                                    | J  | ļ  |   | . ×.   | Ę               | السليا  |   |
|       | D.6 Channel Management                     |          | <b>1</b>  |  |  |  | ļ  | į   | ļ  | i   | ļ   | ļ]   | ļ  |            |                                 |                      |   |                               |   | i  |                    |  | ļ  | ļ                                    | ļ  | į  | ļ   | i  | Ļ               | ii  | ļ   |
|       | D.7 Sales Management                       |          | <b></b>   |  |  |  | i  | <u> </u>  | i  |   | i   | į  |  |            |                                 |                      |   |                               |   |  |                    |  | Ĺ  | į                                    | Į  | <u>;</u>   | ٠   | į  | i               | <u></u> j                                     | i   |
|       | D.8 Contract Management                    |          | J   |  |  | ļ  | i  | <u></u>   | <u>.</u>   |   |   | L  |  |            |                                 |                      |   | . x.                          |   |  |                    |  | i  | L                                    | <b>I</b>                                       | ļ  | ×   | ļ  | i               | زييا  | i   |
|       | D.9 Personnel Development                  |          | .l  | i  |  | i  |  | i   | <u>.</u>   |   |   | ļ  |  | i          |                                 |                      |   |                               |   | i  |                    |  |  | ļ                                    | <b>I</b>                                       | i  |   | i  | ļ               | i)  |   |
|       | D.10 Information and Knowledge Manageme    | nt       | _   |  |  | :  | _  | :   | _  | :   |   |  |  | :          |                                 |                      |   |                               |   | :  |                    | х  |  |                                      | _  | <u>:                                    </u>                   | <u>:</u>  | :  | _               | <u>: : : : : : : : : : : : : : : : : : : </u> |   |
| anage | e E.1 Forecast Development                 |          | .L  |  |  |  | ί  | <u>:</u>  | Ĺ  | х   | L   | į <u>.</u>                                     |  |            |                                 |                      | . ×. :  |                               |   |  |                    |  | ×.,  | į <u>.</u>                           | .×.  | Ŀ  | i   | <u>:</u>                                     | i               | 1)  | ×   |
|       | E.2 Project and Portfolio Management       | •        | J   |  |  |  | <u>.</u>   | <u>.</u>  | <u>:</u>   |   |   | L  |  |            |                                 |                      | x   |                               |   |  | х                  | ×  | l  | L                                    | . х  | ļ  |   | ×  | ŧ               | <u></u>                                       |   |
|       | E.3 Risk Management                        |          | .l  |  |  |  | <u>:</u>   | i   | <u>:</u>   |   |   | <u>.</u>                                       |  |            |                                 |                      | ×   |                               |   | i  |                    |  | <u>:</u>                                       | <u>.</u>                             | . х  | ĸ  | ×   | Ŗ.,  | <u>!</u>        | i   | :<br>:  |
|       | E.4 Relationship Management                |          | Į   |  |  |  | ļ  | i   | ļ  |   |   |  |  |            |                                 |                      |   |                               |   |  |                    |  | ļ  | ļ                                    | Į  | j  | ļ   | i  | ļ               | <u> </u>                                      |   |
|       | E.5 Process Improvement                    |          | Į   |  |  |  | i  | <u> </u>  | i  | Х   | i   | į  |  |            |                                 |                      | . ×. )  |                               |   |  |                    | х  | Ĺ  | į                                    | L  | <u>.</u>   | .i  | ļ  | i               | )   | ×   |
|       | E.6 ICT Quality Management                 |          | J   |  |  |  | <u>:</u>   | <u>.</u>  | <u>:</u>   |   |   | L  |  |            |                                 |                      |   |                               |   |  |                    |  | <u>:</u>                                       | L                                    | . х  | ļ  |   | <u>.</u>                                     | <u>:</u>        | <u></u>                                       |   |
|       | E.7 Business Change Management             |          |   |  |  |  | <u>:</u>   | i   | <u>:</u>   |   |   | <u>.</u>                                       |  |            |                                 |                      |   |                               |   | i  |                    |  | <u>:</u>                                       | <u>.</u>                             | <b>I</b>                                       | i  |   | i  | <u>!</u>        | i)  | :<br>:  |
|       | E.8 Information Security Management        | 1        | I   |  |  |  | ļ  | i   | ļ  |   |   |  |  |            |                                 |                      |   |                               |   |  |                    |  | ļ  | ļ                                    | Į  | i  | ļ   | i  | ļ               | i)  | ļ   |
|       |  |          |   |  |  |  | :  | :   |  |   | :   | i  |  | : :        |                                 |                      |   |                               |   | :  |                    |  |  |                                      |  | <u>:                                    </u>                   | -   | <u>:                                    </u> |                 | <u>:</u> :                                    |   |
|       | E.9 IT Governance                          | *        | 1   |  | _  | _  | _  | _   | _  | -   | _   | -  |  |            |                                 |                      |   |                               |   |  | _                  |  | lo.  |                                      |  |  |   | 1 -  | 10              | Lo I  |   |
|       |  |          | Ŧ   | Ŧ  | Ŧ  | õ  | õ  | õ   | õ  | δ   | õ   | õ  | ls ii  | ە قا       | اءا                             | 6.0                  | 60  | Haz                           | Had                                       | 60   | õ                  | õ  | Ιĕ   | Ιδ.                                  | 뀾  | 1 5  | 17  | 18   | 18              | 1 2 1   | ΙΣ.   |
|       |  |          | Has kn  | Has kn   | Has kn                                   | Can pr   | Can or   | Can di  | Canic  | Canfo                                       | Can as                                      | Can as   | ls inno  | ls ethic   | ls prec                         | ls cust              | ls com  | Has go                        | Has pr                                    | Can co   | Can w              | Can so   | an a   | S S                                  | Has kn   | Has kn   | Haskn   | las m  | an le           | 90 95   | 9 6   |
|       |  |          | Has know  | Has know                                       | Has know                                 | Can prom   | Can creat  | Can draft   | Can expla  | Can fores                                   | Can asses                                   | Can asses                                      | ls innovat                                     | ls ethical | ls precise                      | ls custom            | ls commit   | Has good                      | Has prese                                 | Can comn   | Can work           | Can seek,  | an analy                                       | Can expla                            | Has know                                       | Has know   | Has know  | tas marko                                    | Can lead:       | an asses                                      | Can fores   |
|       |  |          | Has knowled   | Has knowled                                    | Has knowled                              | Can promote                                      | Can create m                                       | Can draft ter   | Can explain l                                    | Can foresee                                 | Can assess t                                | Can assess s                                   | ls innovative                                  | ls ethical | ls precise an                   | ls customer (        | ls committed  | Has good in!                  | Has presenta                              | Can commun   | Can work in:       | Can seek, me                                       | an analyse                                     | Can explain (                        | Has knowled                                    | Has knowled  | Has knowled   | las marketin                                 | Can lead a to   | an assess t                                   | Can foresee   |
|       |  |          | Has knowledge   | Has knowledge                                  | Has knowledge                            | Can promote an                                   | Can create med                                     | Can draft texts,  | Can explain hov                                  | Can foresee rele                            | Can assess the                              | Can assess stat                                | ls innovative, cr                              | ls ethical | ls precise and a                | ls customer orio     | ls committed to   | Has good interp               | Has presentatio                           | Can communica  | Can work in a to   | Can seek, measi                                    | an analyse (as                                 | Can explain (de                      | Has knowledge                                  | Has knowledge  | Has knowledge   | las marketing k                              | an lead a team  | an assess the                                 | Can foresee late  |
|       |  |          | Has knowledge of  | Has knowledge of                               | Has knowledge of                         | Can promote and :                                | Can create media o                                 | Can draft texts, ch   | Can explain how to                               | Can foresce releva                          | Can assess the imp                          | Can assess state o                             | ls innovative, creat                           | ls ethical | Is precise and awar             | ls customer orient   | Is committed to co  | Has good interper             | Has presentation /                        | Can communicate  | Can work in a team | Can seek, measure                                  | an analyse (asses                              | Can explain (defen                   | Has knowledge of                               | Has knowledge of   | Has knowledge of  | fas marketing kno                            | Can lead a team | an assess the imp                             | Can foresee latest  |
|       |  |          | Has knowledge of net  | Has knowledge of on                            | Has knowledge of e-r                     | Can promote and sell                             | Can create media elen                              | Can draft texts, clear  | Can explain how tech                             | Can foresee relevant                        | Can assess the impac                        | Can assess state of t                          | ls innovative, creative                        | ls ethical | Is precise and aware o          | ls customer oriented | Is committed to corp  | Has good interpersor          | Has presentation / mo                     | Can communicate (inc                                       | Can work in a team | Can seek, measure, or                              | an analyse (assess,                            | Can explain (defend,                 | Has knowledge of pro                           | Has knowledge of bu  | Has knowledge of reg  | fas marketing knowle                         | Can lead a team | an assess the impac                           | Can foresee latest tre  |
|       |  |          | Has knowledge of netiqu   | Has knowledge of online                        | Has knowledge of e-repu                  | Can promote and sell pr                          | Can create media elemen                            | Can draft texts, clearly a  | Can explain how technica                         | Can foresee relevant tecl                   | Can assess the impact of                    | Can assess state of the a                      | ls innovative, creative, im                    | ls ethical | Is precise and aware of c       | ls customer oriented | ls committed to corpora   | Has good interpersonal:       | Has presentation / mode                   | Can communicate (includ                                    | Can work in a team | Can seek, measure, organ                           | an analyse (assess, eva                        | Can explain (defend, arg             | Has knowledge of projec                        | Has knowledge of budge   | Has knowledge of regula   | tas marketing knowledg                       | Can lead a team | an assess the impact of                       | Can foresee latest trend:   |
|       |  |          | Has knowledge of netiquett  | Has knowledge of online us                     | Has knowledge of e-reputat               | Can promote and sell produ                       | Can create media elements (                        | Can draft texts, clearly and  | Can explain how technical in                     | Can foresee relevant technic                | Can assess the impact of re                 | Can assess state of the art:                   | ls innovative, creative, imagi                 | ls ethical | Is precise and aware of deta    | ls customer oriented | is committed to corporate a                                       | Has good interpersonal skil   | Has presentation / moderati               | Can communicate (including                                 | Can work in a team | Can seek, measure, organize                        | an analyse (assess, evaluat                    | Can explain (defend, argue,          | Has knowledge of project n                     | Has knowledge of budgetin                                      | Has knowledge of regulator  | Has marketing knowledge                      | Can lead a team | an assess the impact of ac                    | Can foresee latest trends ar                                      |
|       |  |          | Has knowledge of netiquette, i  | Has knowledge of online usabi                  | Has knowledge of e-reputation            | Can promote and sell product                     | Can create media elements (au                      | Can draft texts, clearly and co   | Can explain how technical impr                   | Can foresee relevant technical              | Can assess the impact of relev              | Can assess state of the art and                | ls innovative, creative, imaginal              | ls ethical | Is precise and aware of details | ls customer oriented | is committed to corporate stre                                    | Has good interpersonal skills | Has presentation / moderation             | Can communicate (including in                              | Can work in a team | Can seek, measure, organize, s                     | an analyse (assess, evaluate,                  | Can explain (defend, argue, jus      | Has knowledge of project man                   | Has knowledge of budgeting /                                   | Has knowledge of regulatory is  | tas marketing knowledge                      | Can lead a team | an assess the impact of actio                 | Can foresee latest trends and                                     |
|       |  |          | Has knowledge of netiquette, inte   | Has knowledge of online usability              | Has knowledge of e-reputation ma         | Can promote and sell products or                 | Can create media elements (audio                   | Can draft texts, clearly and concid   | Can explain how technical improv                 | Can foresee relevant technical dev          | Can assess the impact of relevant           | Can assess state of the art and be             | ls innovative, creative, imaginative           | ls ethical | Is precise and aware of details | ls customer oriented | ls committed to corporate strate;                                 | Has good interpersonal skills | Has presentation / moderation ski         | Can communicate (including in for                          | Can work in a team | Can seek, measure, organize, synt                  | an analyse (assess, evaluate, crit             | Can explain (defend, argue, justif)  | Has knowledge of project manage                | Has knowledge of budgeting / est                               | Has knowledge of regulatory issu  | tas marketing knowledge                      | Can lead a team | an assess the impact of actions               | Can foresee latest trends and evo                                 |
|       |  |          | Has knowledge of netiquette, interac  | Has knowledge of online usability re-          | Has knowledge of e-reputation mana       | Can promote and sell products or se              | Can create media elements (audio, gr               | Can draft texts, clearly and concisely  | Can explain how technical improvem-              | Can foresee relevant technical develo       | Can assess the impact of relevant str       | Can assess state of the art and best           | ls innovative, creative, imaginative, ar       | ls ethical | Is precise and aware of details | Is customer oriented | is committed to corporate strategy:                               | Has good interpersonal skills | Has presentation / moderation skills      | Can communicate (including in foreig                       | Can work in a team | Can seek, measure, organize, synthes               | an analyse (assess, evaluate, critiqu          | Can explain (defend, argue, justify) | Has knowledge of project manageme              | Has knowledge of budgeting / estim                             | Has knowledge of regulatory issues  | tas marketing knowledge                      | Can lead a team | an assess the impact of actions / a           | Can foresee latest trends and evolut                              |
|       |  |          | Has knowledge of netiquette, interactiv   | Has knowledge of online usability requi        | Has knowledge of e-reputation manage     | Can promote and sell products or servi           | Can create media elements (audio, grap             | Can draft texts, clearly and concisely, w   | Can explain how technical improvement            | Can foresee relevant technical develops     | Can assess the impact of relevant stand     | Can assess state of the art and best pro-      | ls innovative, creative, imaginative, artis    | ls ethical | Is precise and aware of details | ls customer oriented | Is committed to corporate strategy and                            | Has good interpersonal skills | Has presentation $\ell$ moderation skills | Can communicate (including in foreign l                    | Can work in a team | Can seek, measure, organize, synthesize            | an analyse (assess, evaluate, critique,        | Can explain (defend, argue, justify) | Has knowledge of project management            | Has knowledge of budgeting / estimati                          | Has knowledge of regulatory issues in p   | tas marketing knowledge                      | Can lead a team | an assess the impact of actions / activ       | Can foresee latest trends and evolution                           |
|       |  |          | Has knowledge of netiquette, interactive vi   | Has knowledge of online usability requiren     | Has knowledge of e-reputation managemen  | Can promote and sell products or services        | Can create media elements (audio, graphic          | Can draft texts, clearly and concisely, with  | Can explain how technical improvements a         | Can foresee relevant technical developmen   | Can assess the impact of relevant standard  | Can assess state of the art and best practi    | ls innovative, creative, imaginative, artistic | ls ethical | Is precise and aware of details | ls customer oriented | is committed to corporate strategy and av                         | Has good interpersonal skills | Has presentation $\ell$ moderation skills | Can communicate (including in foreign lane                 | Can work in a team | Can seek, measure, organize, synthesize an         | an analyse (assess, evaluate, critique, tes    | Can explain (defend, argue, justify) | Has knowledge of project management pri        | Has knowledge of budgeting / estimating i                      | Has knowledge of regulatory issues in par   | las marketing knowledge                      | Can lead a team | an assess the impact of actions / activitions | Can foresee latest trends and evolutions in                       |
|       |  |          | Has knowledge of netiquette, interactive virtu  | Has knowledge of online usability requiremen   | Has knowledge of e-reputation management | Can promote and sell products or services or     | Can create media elements (audio, graphics, v      | Can draft texts, clearly and concisely, with du                                     | Can explain how technical improvements add       | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | ls innovative, creative, imaginative, artistic | ls ethical | is precise and aware of details | Is customer oriented | Is committed to corporate strategy and awar                       | Has good interpersonal skills | Has presentation $\ell$ moderation skills | Can communicate (including in foreign langua               | Can work in a team | Can seek, measure, organize, synthesize and r      | Can analyse (assess, evaluate, critique, test) | Can explain (defend, argue, justify) | Has knowledge of project management princi     | Has knowledge of budgeting / estimating issu                   | Has knowledge of regulatory issues in partice   | las marketing knowledge                      | Can lead a team | Can assess the impact of actions / activities | Can foresee latest trends and evolutions in th                    |
|       |  |          | Has knowledge of netiquette, interactive virtual o  | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services onlin  | Can create media elements (audio, graphics, vide   | Can draft texts, clearly and concisely, with due re                                 | Can explain how technical improvements add val   | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | ls innovative, creative, imaginative, artistic | Is ethical | is precise and aware of details | Is customer oriented | is committed to corporate strategy and aware o                    | Has good interpersonal skills | Has presentation $\ell$ moderation skills | Can communicate (including in foreign languages            | Can work in a team | Can seek, measure, organize, synthesize and rep-   | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principle  | Has knowledge of budgeting $\ell$ estimating issues            | Has knowledge of regulatory issues in particular  | las marketing knowledge                      | Can lead a team | an assess the impact of actions / activities  | ${\sf Can}$ foresee latest trends and evolutions in the ${\sf m}$ |
|       |  |          | Has knowledge of netiquette, interactive virtual envi                                       | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due rega                               | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | ls innovative, creative, imaginative, artistic | ls ethical | is precise and aware of details | Is customer oriented | is committed to corporate strategy and aware of co                | Has good interpersonal skills | Has presentation / moderation skills      | Can communicate (including in foreign languages if         | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | Has knowledge of budgeting $\ell$ estimating issues an         | Has knowledge of regulatory issues in particular en   | las marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | Can foresee latest trends and evolutions in the mark              |
|       |  |          | Has knowledge of netiquette, interactive virtual enviror                                    | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard                             | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | ls innovative, creative, imaginative, artistic | ls ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corp              | Has good interpersonal skills | Has presentation $\ell$ moderation skills |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | Has knowledge of budgeting / estimating issues and p           | particular env  | las marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | Can foresee latest trends and evolutions in the market            |
|       |  |          | Has knowledge of netiquette, interactive virtual environme                                  | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for                         | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | ls innovative, creative, imaginative, artistic | ls ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corpora           | Has good interpersonal skills | Has presentation $\ell$ moderation skills |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | tas marketing knowledge                      | San lead a team | an assess the impact of actions I activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments                               | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for or                      | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | Is ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corporate         | Has good interpersonal skills | Has presentation $\ell$ moderation skills | Can communicate (including in foreign languages if useful) | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | tas marketing knowledge                      | San lead a team | an assess the impact of actions I activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments an                            | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for ortho                   | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | Is ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corporate cul-    | Has good interpersonal skills | Has presentation I moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | Has knowledge of budgeting $I$ estimating issues and practices | particular env  | tas marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and s                         | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthogr                 | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | is ethical | is precise and aware of details |                      | is committed to corporate strategy and aware of corporate cultur- | Has good interpersonal skills | Has presentation $\ell$ moderation skills |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | tas marketing knowledge                      | San lead a team | an assess the impact of actions I activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and soc                       | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthograph              | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | is ethical | is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation $\ell$ moderation skills |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | las marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and social                    | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthography o           | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | Is ethical | is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation / moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | on analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | las marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and social net                | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthography and         | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | Is ethical | is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation / moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | las marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and social netwo              | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthography and gr      | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | ls ethical | is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation I moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | tas marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and social network            | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthography and gram    | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | ls ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation / moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | tas marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and social networks us        | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthography and gramma  | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | ls innovative, creative, imaginative, artistic | Is ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation / moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | particular env  | las marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |
|       |  |          | Has knowledge of netiquette, interactive virtual environments and social networks usage rul | Has knowledge of online usability requirements | Has knowledge of e-reputation management | Can promote and sell products or services online | Can create media elements (audio, graphics, video) | Can draft texts, clearly and concisely, with due regard for orthography and grammar | Can explain how technical improvements add value | Can foresee relevant technical developments | Can assess the impact of relevant standards | Can assess state of the art and best practices | Is innovative, creative, imaginative, artistic | Is ethical | Is precise and aware of details |                      | is committed to corporate strategy and aware of corporate culture | Has good interpersonal skills | Has presentation / moderation skills      |  | Can work in a team | Can seek, measure, organize, synthesize and report | an analyse (assess, evaluate, critique, test)  | Can explain (defend, argue, justify) | Has knowledge of project management principles | _  | Has knowledge of regulatory issues in particular environmental andfor healthcare regulation | tas marketing knowledge                      | San lead a team | an assess the impact of actions / activities  | the mark  |





## 2.2. Detailed Profile

#### A. PLAN

A.2 Service Level Management

| A.Z SCI VICE ECVEL M | anagement       |   |  |  |  |  |  |
|----------------------|-----------------|---|--|--|--|--|--|
| Dimension 2: e-      | Defines, valida | ates and makes applicable service level agreements (SLA) and underpinning                     |  |  |  |  |  |
| Competences: Title   | contracts for s | contracts for services offered. Negotiates service performance levels taking into account the |  |  |  |  |  |
| + generic            | needs and capa  | needs and capacity of customers and business.   |  |  |  |  |  |
| description          |                 |   |  |  |  |  |  |
| Dimension 3: e-      | Level 1         |   |  |  |  |  |  |
| Competence           | Level 2         | Influences and prepares the Service Level Agreement (SLA).                                    |  |  |  |  |  |
| proficiency levels   | Level 2         | inituences and prepares the service Level Agreement (SLA).                                    |  |  |  |  |  |
|                      | Level 3         |   |  |  |  |  |  |
|                      | Level 4         |   |  |  |  |  |  |
|                      | Level 5         |   |  |  |  |  |  |
| Dimension 4:         |                 | B03: Is precise and aware of details  |  |  |  |  |  |
| Knowledge and        |                 | M03: Has knowledge of regulatory issues   |  |  |  |  |  |
| Skills               |                 |   |  |  |  |  |  |

A.4 Product or Project Planning

| A.4 Product or Proj           |           |   |  |  |  |  |  |
|-------------------------------|-----------|---|--|--|--|--|--|
| Dimension 2: e-               |           | Analyses and defines current and target status. Estimates cost effectiveness, points of risk, |  |  |  |  |  |
| Competences: Title            |           | opportunities, strengths and weaknesses, with a critical approach. Creates structure plans;   |  |  |  |  |  |
| + generic                     |           | establishes timescales and milestones. Manages change requests. Defines delivery quantity and |  |  |  |  |  |
| description                   | •         | erview of additional documentation requirements. Specifies correct handling of                |  |  |  |  |  |
|                               | products. |   |  |  |  |  |  |
| Dimension 3: e-<br>Competence | Level 1   |   |  |  |  |  |  |
| proficiency levels            | Level 2   | Acts systematically to document standard and simple elements of project.                      |  |  |  |  |  |
|                               | Level 3   | Exploits specialist knowledge to create and maintain complex documents of                     |  |  |  |  |  |
|                               |           | the project.  |  |  |  |  |  |
|                               | Level 4   |   |  |  |  |  |  |
|                               | Level 5   |   |  |  |  |  |  |
| Dimension 4:                  |           | T06: Can draft texts, clearly and concisely, with due regard for orthography                  |  |  |  |  |  |
| Knowledge and                 |           | and grammar   |  |  |  |  |  |
| Skills                        |           | T08: Can explain how technical improvements add value   |  |  |  |  |  |
|                               |           | B01: Is innovative, creative, imaginative, artistic   |  |  |  |  |  |
|                               |           | B03: Is precise and aware of details  |  |  |  |  |  |
|                               |           | B05: Is committed to corporate strategy and aware of corporate culture                        |  |  |  |  |  |
|                               |           | B10: Can seek, measure, organize, synthetize and report                                       |  |  |  |  |  |
|                               |           | M02: Has knowledge of budgeting / estimating issues and practices                             |  |  |  |  |  |
|                               |           | M06: Can assess the impact of actions / activities  |  |  |  |  |  |

A.5 Architecture Design

| A.J Alchitecture De | zsigii            |   |
|---------------------|-------------------|---|
| Dimension 2: e-     | Specifies, refine | es, updates and makes available a formal approach to implement solutions,     |
| Competences: Title  | necessary to de   | evelop and operate the curation architecture. Communicates with the business  |
| + generic           | stakeholders to   | ensure that the curation architecture is in line with business requirements.  |
| description         | Identifies the ne | eed for change and the components involved; hardware, software, applications, |
| ·                   | processes, info   | rmation and technology platform. Ensures that all aspects take account of     |
|                     | •                 | , scalability, usability and security.  |
| Dimension 3: e-     | Level 1           |   |
| Competence          |                   |   |
| proficiency levels  | Level 2           |   |
|                     | Level 3           | Exploits specialist knowledge to define relevant ICT technology and           |
|                     |                   | specifications to be deployed in the construction of curation projects,       |
|                     |                   | applications or infrastructure improvements.                                  |
|                     | Level 4           |   |
|                     |                   |   |





|   | Level 5 |   |
|---|---------|---|
| Dimension 4:<br>Knowledge and<br>Skills |         | T06: Can draft texts, clearly and concisely, with due regard for orthography and grammar T08: Can foresee relevant technical developments T09: Can assess the impact of relevant standards B03: Is precise and aware of details |

A.6 Application Design

| A.o Application Des   | 1511   |  |  |  |  |
|---|--|--|--|--|--|
| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Defines the most suitable ICT solutions, in accordance with ICT policy and user/ customer needs. Accurately estimates development, installation and maintenance of application costs. Selects appropriate technical options for curation solution design, optimising the balance between cost and quality. Identifies a common reference framework to validate the models with representative users. |  |  |  |  |
| Dimension 3: e-   | Level 1  | Contributes to the design and general functional specification and interfaces.   |  |  |  |
| Competence proficiency levels                                     | Level 2  | Organises the overall planning of the design of the application.   |  |  |  |
|   | Level 3  | Accounts for own and others actions in ensuring that the application is correctly integrated within a complex environment and complies with user/customer needs. |  |  |  |
|   | Level 4  |  |  |  |  |
|   | Level 5  |  |  |  |  |
| Dimension 4:<br>Knowledge and<br>Skills                           |  | B01: Is innovative, creative, imaginative, artistic B03: Is precise and aware of details   |  |  |  |

A.7 Technology Watching

| A.7 reciliology was | 5                |  |
|---------------------|------------------|--|
| Dimension 2: e-     | Explores latest  | t ICT technological developments to establish understanding of evolving  |
| Competences: Title  | technologies. D  | Devises innovative solutions for integration of new curation technologies into   |
| + generic           | existing product | ts, applications or services or for the creation of new curation solutions.  |
| description         |                  |  |
| Dimension 3: e-     | Level 1          |  |
| Competence          | 1 1 2            |  |
| proficiency levels  | Level 2          |  |
|                     | Level 3          | Exploits specialist knowledge of new and emerging technologies, coupled with an understanding of the business and the clients' needs, to envision and articulate the curation solutions of the future. Provides expert guidance and advice, to the leadership about potential innovations. |
|                     | Level 4          |  |
|                     | Level 5          |  |
| Dimension 4:        |                  | T08: Can foresee relevant technical developments   |
| Knowledge and       |                  | B05: Is committed to corporate strategy and aware of corporate culture   |
| Skills              |                  | M07: Can foresee latest trends and evolutions in the market  |

### B. BUILD

**B.2 Systems Integration** 

|                    | (0.0.1            |  |  |  |  |
|--------------------|-------------------|--|--|--|--|
| Dimension 2: e-    | Installs addition | nal hardware, software or sub system components into an existing or proposed                     |  |  |  |
| Competences: Title | system. Complie   | es with established processes and procedures (e.g. configuration management),                    |  |  |  |
| + generic          | taking into acco  | taking into account the specification, capacity and compatibility of existing and new modules to |  |  |  |
| description        | ensure integrity  | and interoperability. Verifies system performance and ensures formal sign off                    |  |  |  |
|                    | and documenta     | tion of successful integration.  |  |  |  |
| Dimension 3: e-    | Level 1           |  |  |  |  |
| Competence         |                   |  |  |  |  |
| proficiency levels | Level 2           | Acts systematically to identify compatibility of software and hardware                           |  |  |  |
| progressing teres  |                   | specifications. Documents all activities during installation and records                         |  |  |  |
|                    |                   | deviations and remedial activities.  |  |  |  |





|   | Level 3 | Accounts for own and others actions in the integration process. Complies with appropriate standards and change control procedures to maintain integrity of the overall system functionality and reliability. |
|---|---------|--|
|   | Level 4 |  |
|   | Level 5 |  |
| Dimension 4:<br>Knowledge and<br>Skills |         | B03: Is precise and aware of details   |

B.3 Testing

| D.3 resuing                           |                 |  |  |  |  |  |
|---------------------------------------|-----------------|--|--|--|--|--|
| Dimension 2: e-<br>Competences: Title |                 | executes systematic test procedures for IT systems or customer usability establish compliance with design specifications. Ensures that new or revised                                  |  |  |  |  |
| + generic                             |                 | components or systems perform to expectation. Ensures meeting of internal, external, national  |  |  |  |  |
| description                           | and internation | and international standards; including health and safety, usability, performance, reliability or compatibility. Produces documents and reports to evidence certification requirements. |  |  |  |  |
| Dimension 3: e-                       | Level 1         | Performs simple tests in strict compliance with detailed instructions.   |  |  |  |  |
| Competence proficiency levels         | Level 2         | Organises test programmes and builds scripts to stress test potential vulnerabilities. Records and reports outcomes providing analysis of results.                                     |  |  |  |  |
|                                       | Level 3         |  |  |  |  |  |
|                                       | Level 4         |  |  |  |  |  |
|                                       | Level 5         |  |  |  |  |  |
| Dimension 4:                          |                 | B03: Is precise and aware of details   |  |  |  |  |
| Knowledge and                         |                 | B04: Is customer orientated  |  |  |  |  |
| Skills                                |                 | B11: Can analyse   |  |  |  |  |

**B.4 Solution Deployment** 

| b.4 Solution Deploy | IIICIIC         |  |  |  |  |  |
|---------------------|-----------------|--|--|--|--|--|
| Dimension 2: e-     | • .             | Following predefined general standards of practice carries out planned necessary interventions |  |  |  |  |
| Competences: Title  |                 | to implement solution, including installing, upgrading or decommissioning. Configures hardware |  |  |  |  |
| + generic           | and software to | and software to ensure interoperability of system components and debugs any resultant faults   |  |  |  |  |
| description         | or incompatibil | ities. Engages additional specialist resources if required, such as third party                |  |  |  |  |
|                     | network provid  | lers. Formally hands over fully operational solution to user and completes                     |  |  |  |  |
|                     |                 | recording all relevant information, including equipment addressees,                            |  |  |  |  |
|                     |                 | nd performance data.   |  |  |  |  |
| Dimension 3: e-     | Level 1         | Performs under guidance and in accordance with detailed instructions, the                      |  |  |  |  |
| Competence          |                 | removal or installation of individual components.  |  |  |  |  |
| proficiency levels  | Level 2         | Acts systematically to build or deconstruct system elements. Identifies non                    |  |  |  |  |
|                     |                 | performing components and establishes root cause of failure within the overall                 |  |  |  |  |
|                     |                 | solution. Provides support to less experienced colleagues.                                     |  |  |  |  |
|                     | Level 3         |  |  |  |  |  |
|                     | Level 4         |  |  |  |  |  |
|                     | Levet           |  |  |  |  |  |
|                     | Level 5         |  |  |  |  |  |
| Dimension 4:        |                 | M04: Has marketing knowledge   |  |  |  |  |
| Knowledge and       |                 |  |  |  |  |  |
| Skills              |                 |  |  |  |  |  |

#### **B.5** Documentation Production

| 2,0 2000  |   |  |  |
|---|---|--|--|
| Dimension 2: e-                                     | Produces documents describing products, services, components or applications to establish   |  |  |
| Competences: Title<br>+ generic<br>description      | compliance with relevant documentation requirements. Selects appropriate style and media for presentation materials. Creates templates for document-management systems. Ensures that functions and features are documented in an appropriate way. Ensures that existing documents are valid and up to date. |  |  |
| Dimension 3: e-<br>Competence<br>proficiency levels | Level 1   | Uses and applies standards to define document structure.   |  |
|   | Level 2   | Determines documentation requirements taking into account the purpose and environment to which it applies. |  |





|   | Level 3 | Adapts the level of detail according to the objective of the documentation and the targeted population.                       |
|---|---------|---|
|   | Level 4 |   |
|   | Level 5 |   |
| Dimension 4:<br>Knowledge and<br>Skills |         | T06: Can draft texts, clearly and concisely, with due regard for orthography and grammar B03: Is precise and aware of details |

#### C. RUN

C.1 User Support

| C. i Oser Support   |  |   |  |
|---|--|---|--|
| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Responds to user requests and issues; records relevant information. Resolves or escalates incidents and optimises system performance. Monitors solution outcome and resultant customer satisfaction. |   |  |
| Dimension 3: e-<br>Competence<br>proficiency levels               | Level 1  | Routinely interacts with users, applies ICT-product, basic knowledge and skill to respond to user requests. Solves simple incidents, following prescribed procedures.   |  |
|   | Level 2  | Systematically interprets user problems identifying the solutions and possible side effects. Uses experience to identifying user problems and interrogates database for potential solutions. Escalates complex or unresolved incidents to senior experts. Records and tracks user support procedures from outset to conclusion. |  |
|   | Level 3  |   |  |
|   | Level 4  |   |  |
|   | Level 5  |   |  |
| Dimension 4:<br>Knowledge and<br>Skills                           |  | B04: Is customer orientated B09: Can communicate effectively (also in foreign language) B11: Can analyse B12: Can explain   |  |

C.2 Change Support

| C.Z Change Support  | •  |   |  |
|---|--|---|--|
| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Implements and provides guidance for the evolution of an IT solution. Efficiently controls and schedules software or hardware modifications to prevent multiple upgrades creating unpredictable outcomes. Minimises service disruption as a consequence of changes and adheres to defined service level agreement (SLA). |   |  |
| Dimension 3: e-   | Level 1  |   |  |
| Competence<br>proficiency levels                                  | Level 2  | During change, acts systematically to respond to day by day operational needs and react to them, avoiding service disruptions and maintaining coherence to service level agreement (SLA). |  |
|   | Level 3  |   |  |
|   | Level 4  |   |  |
|   | Level 5  |   |  |
| Dimension 4:<br>Knowledge and<br>Skills                           |  | B05: Is committed to corporate strategy and aware of corporate culture B11: Can analyse B12: Can explain  |  |

C.3 Service Delivery

| Takes proactive steps to ensure a stable and secure curation application infrastructure meeting |                                    |  |
|---|------------------------------------|--|
| the business objectives. Updates operational document library and logs all operational events.  |                                    |  |
| Maintains monitoring and management tools (i.e. Scripts, Procedures).                           |                                    |  |
|   |                                    |  |
| Level 1   |                                    |  |
|   | the business ob<br>Maintains monit |  |





| Competence proficiency levels           | Level 2 | Systematically analyses performance data and communicates findings to senior experts. Escalates potential service level failures and recommends actions to improve service reliability. Tracks reliability data against service level agreement. |
|---|---------|--|
|   | Level 3 | Programmes the schedule of operational tasks. Manages costs and budget according to the internal procedures and external constraints. Identifies people requirements to resource the operational management of the ICT infrastructure.           |
|   | Level 4 |  |
|   | Level 5 |  |
| Dimension 4:<br>Knowledge and<br>Skills |         | B03: Is precise and aware of details B05: Is committed to corporate strategy and aware of corporate culture B11: Can analyse   |

#### C.4 Problem Management

| C.4 Froblem Manage            | emem  |  |  |
|-------------------------------|---|--|--|
| Dimension 2: e-               | Identifies and resolves the root cause of incidents. Takes a proactive approach to the root cause |  |  |
| Competences: Title            | of curation problems. Deploys a knowledge system based on recurrence of common errors.            |  |  |
| + generic                     |   |  |  |
| description                   |   |  |  |
| Dimension 3: e-               | Level 1   |  |  |
| Competence proficiency levels | Level 2   | Identifies and classifies incident types and service interruptions. Records incidents cataloguing them by symptom and resolution.  |  |
|                               | Level 3   | Exploits specialist knowledge and in-depth understanding of the ICT infrastructure and problem management process to identify failures and resolve with minimum outage. Makes sound decisions in emotionally charged environments on appropriate action required to minimise business impact. Rapidly identifies failing component, selects alternatives such as repair, replace or reconfigure. |  |
|                               | Level 4   |  |  |
|                               | Level 5   |  |  |
| Dimension 4:                  |   | B10: Can seek, measure, organize, synthetize and report  |  |
| Knowledge and                 |   | B11: Can analyse   |  |
| Skills                        |   | B12: Can explain   |  |

#### D. ENABLE

#### D.2 ICT Quality Strategy Development

| D.2 ICT Quality Strategy Development                              |   |  |  |
|---|---|--|--|
| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Defines, improves and refines a formal strategy to satisfy customer expectations and improve business performance (balance between cost and risks). Identifies critical processes influencing service delivery and product performance. Uses defined standards to formulate objectives for service management, product and process quality. Identifies ICT quality management accountability. |  |  |
| Dimension 3: e-<br>Competence                                     | Level 1   |  |  |
| proficiency levels  | Level 2   |  |  |
|   | Level 3   |  |  |
|   | Level 4   | Exploits wide ranging specialist knowledge to leverage and authorize the application of external standards and best practices. |  |
|   | Level 5   |  |  |
| Dimension 4:<br>Knowledge and<br>Skills                           |   | M01: Has knowledge of project management principles  |  |

## **D.3 Education and Training Provision**





| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Defines and implements training policy to address organisational skill needs and gaps, in the field of content curation. Structures, organises and schedules training programmes and evaluates training quality through a feedback process and implements continuous improvement. Adapts training plans to address changing demand. |  |
|---|---|--|
| Dimension 3: e-   | Level 1   |  |
| Competence proficiency levels                                     | Level 2   | Organises the identification of training needs in the field of content curation; collates organization requirements, identifies, selects and prepares schedule of training interventions.    |
|   | Level 3   |  |
|   | Level 4   |  |
|   | Level 5   |  |
| Dimension 4:<br>Knowledge and<br>Skills                           |   | B05: Is committed to corporate strategy and aware of corporate culture B06: Has presentation / moderation skills B08: Can work in a team M01: Has knowledge of project management principles |

D.4 Purchasing

| D.4 Purchasing  |   |  |  |
|---|---|--|--|
| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Applies a consistent procurement procedure, including deployment of the following sub processes: specification requirements, supplier identification, proposal analysis, evaluation of the energy efficiency and environmental compliance of products, suppliers and their processes, contract negotiation, supplier selection and contract placement. Ensures that the entire purchasing process is fit for purpose and adds business value to the organisation. |  |  |
| Dimension 3: e-   | Level 1   |  |  |
| Competence<br>proficiency levels                                  | Level 2   | Understands and applies the principles of the procurement process; places orders based on existing supplier contracts. Ensures the correct execution of orders, including validation of deliverables and correlation with subsequent payments. |  |
|   | Level 3   |  |  |
|   | Level 4   |  |  |
|   | Level 5   |  |  |
| Dimension 4:<br>Knowledge and<br>Skills                           |   | M01: Has knowledge of project management principles  |  |

**D.5 Sales Proposal Development** 

| D.5 Sales Proposal Development          |  |   |  |
|---|--|---|--|
| Dimension 2: e-<br>Competences: Title   | Develops technical proposals, within the framework of curation, to meet customer solution requirements and provides a competitive bid. Collaborates with colleagues to align the service |   |  |
| + generic<br>description                | or product solution with the organisation's capacity to deliver.   |   |  |
| Dimension 3: e-                         | Level 1  |   |  |
| Competence proficiency levels           | Level 2  | Organises collaboration between relevant internal departments. Facilitates comparison between customer requirement and available 'off the shelf' solutions.   |  |
|   | Level 3  | Acts creatively to develop proposal incorporating a complex solution. Customises solution in a complex technical environment and ensures feasibility and technical validity of customer offer.          |  |
|   | Level 4  | Interprets and influences customer needs and the reference business contexts, proposes consultancy projects, in order to provide the ideal customer solutions, i.e. behaves as a "consultative seller". |  |
|   | Level 5  |   |  |
| Dimension 4:<br>Knowledge and<br>Skills |  | B10: Can seek, organize and synthetize<br>M04: Has marketing knowledge  |  |





**D.8 Contract Management** 

| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Provides and negotiates contract in accordance with organisational processes. Ensures that supplier deliverables are provided on time, meet quality standards and comply with agreed service levels. Addresses non-compliance escalates significant issues, drives recovery plans and if necessary amends contracts. Maintains budget integrity. Assesses and addresses supplier compliance to legal, health and safety and security standards. Actively pursues regular supplier communication. |   |
|---|--|---|
| Dimension 3: e-   | Level 1  |   |
| Competence proficiency levels                                     | Level 2  | Acts systematically to monitor contract compliance and promptly escalate defaults.  |
|   | Level 3  | Evaluates supplier contract performance by monitoring performance indicators. Assures performance of the complete supply chain. Influences the terms of contract renewal. |
|   | Level 4  |   |
|   | Level 5  |   |
| Dimension 4:<br>Knowledge and<br>Skills                           |  | B06: Has presentation / moderation skills<br>M03: Has knowledge of regulatory issues  |

D.10 Information and Knowledge Management

| D.10 Information ar   | nd Knowledge Ma  | nagement  |
|---|--|---|
| Dimension 2: e-<br>Competences: Title<br>+ generic<br>description | Identifies and manages structured and unstructured information and considers information distribution policies. Creates information structure to enable exploitation and optimisation of information for business benefit. Understands appropriate tools to be deployed to create, extract, maintain, renew and propagate business knowledge in order to capitalise from the |   |
| description   | information asset.   |   |
| Dimension 3: e-<br>Competence                                     | Level 1  |   |
| proficiency levels  | Level 2  |   |
|   | Level 3  | Analyses Business processes and associated information requirements and provides the most appropriate information structure         |
|   | Level 4  | Integrates the appropriate information structure into the corporate environment.  |
|   | Level 5  | Correlates information and knowledge to create value for the business. Applies innovative solutions based on information retrieved. |
| Dimension 4:<br>Knowledge and<br>Skills                           |  | B10: Can seek, measure, organize, synthetize and report   |

#### E. MANAGE

E.1 Forecast Development

| Dimension 2: e-<br>Competences: Title<br>+ generic | Interprets market needs and evaluates market acceptance of products or services. Assesses the organisation's potential to meet future quality requirements. Applies relevant metrics to enable accurate decision making in support of marketing, sales and distribution functions. |  |
|--|--|--|
| description  |  |  |
| Dimension 3: e-                                    | Level 1  |  |
| Competence proficiency levels                      | Level 2  |  |
|  | Level 3  | Exploits skills to provide short-term forecast using market inputs and assessing the organisations selling capabilities. |
|  | Level 4  |  |
|  | Level 5  |  |





| Dimension 4:  | T08: Can foresee relevant technical developments                       |
|---------------|--|
| Knowledge and | B05: Is committed to corporate strategy and aware of corporate culture |
| Skills        | B11: Can analyse   |
|               | M01: Has knowledge of project management principles                    |
|               | M07: Can foresee latest trends and evolutions in the market            |

E.2 Project and Portfolio Management

| Dimension 2: e- Competences: Title + generic description  Dimension 3: e- | Plans and directs the portfolio of curation projects to ensure co-ordination and management of interdependencies. Orchestrates projects to develop or implement new, internal or externally defined processes to meet identified business needs. Defines activities, responsibilities, critical milestones, resources, skills needs, interfaces and budget. Develops contingency plans to address potential implementation issues. Delivers project on time, on budget and in accordance with original requirements. Creates and maintains documents to facilitate monitoring of project progress. |  |
|---|--|--|
| 2   | Level 1  |  |
| Competence proficiency levels   | Level 2  | Understands and applies the principles of project management and applies methodologies, tools and processes to manage simple projects.   |
|   | Level 3  | Accounts for own and others activities, working within the project boundary, making choices and giving instructions; manages and supervises relationships within the team; plans and establishes team objectives and outputs and documents results.  |
|   | Level 4  | Exploits wide ranging skills in project management to work beyond project boundary. Manages complex projects or programmes, including interaction with others. Influences project strategy by proposing new or alternative solutions. Takes overall responsibility for project outcomes, including finance and resource management. Is empowered to revise rules and choose standards. |
|   | Level 5  |  |
| Dimension 4:<br>Knowledge and<br>Skills                                   |  | B05: Is committed to corporate strategy and aware of corporate culture B09: Can communicate effectively (also in foreign languages) B10: Can seek, measure, organize, synthetize and report M01: Has knowledge of project management principles M04: Has marketing knowledge   |

E.3 Risk Management

| E.3 KISK Managemen | il C  |   |
|--------------------|---|---|
| Dimension 2: e-    | Implements the management of risk across curation systems through the application of the    |   |
| Competences: Title | enterprise defined risk management policy and procedure. Assesses risk to the organisations |   |
| + generic          | business, and documents potential risk and containment plans.                               |   |
| description        |   |   |
| Dimension 3: e-    | Level 1   |   |
| Competence         |   |   |
| proficiency levels | Level 2   | Understands and applies the principles of risk management and investigates  |
| , , ,              |   | ICT solutions to mitigate identified risks  |
|                    | Level 3   | Decides on appropriate actions required to adapt security and address risk exposure. Evaluates, manages and ensures validation of exceptions; audits ICT processes and environment. |
|                    | Level 4   |   |
|                    | Level 5   |   |
| Dimension 4:       |   | B05: Is committed to corporate strategy and aware of corporate culture  |
| Knowledge and      |   | M01: Has knowledge of project management principles   |
| Skills             |   | M03: Has knowledge of regulatory issues   |

**E.5 Process Improvement** 

| Researches and benchmarks curation   |  |  |
|--|--|--|
| process design from a variety of sources. Follows a systematic methodology to evaluate, design |  |  |
| neasurable business benefit. Assesses  |  |  |
| potential adverse consequences of process change.  |  |  |
|  |  |  |
| r  |  |  |





| Competence proficiency levels           | Level 2 |  |
|---|---------|--|
|   | Level 3 | Exploits specialist knowledge to research existing curation processes and solutions in order to define possible innovations. Makes recommendations based on reasoned arguments. Demonstrates to senior management the business advantage of potential changes. |
|   | Level 4 |  |
|   | Level 5 |  |
| Dimension 4:<br>Knowledge and<br>Skills |         | T08: Can foresee relevant technical developments B05: Is committed to corporate strategy and aware of corporate culture B10: Can seek, organize and synthetize M07: Can foresee latest trends and evolutions in the market                                     |

E.6 ICT Quality Management

| E.O ICT Quality Man | agement   |  |
|---------------------|---|--|
| Dimension 2: e-     | Implements curation quality policy to maintain and enhance service provision. Plans and defines |  |
| Competences: Title  | indicators to manage quality with respect to curation strategy. Reviews quality performance     |  |
| + generic           | indicators and recommends enhancements to influence continuous quality improvement.             |  |
| description         |   |  |
| Dimension 3: e-     | Level 1   |  |
| Competence          |   |  |
| proficiency levels  | Level 2   |  |
|                     | Level 3   | Evaluates quality management indicators and processes based on curation quality policy and proposes remedial action. |
|                     | Level 4   |  |
|                     | Level 5   |  |
| Dimension 4:        |   | M01: Has knowledge of project management principles  |
| Knowledge and       |   |  |
| Skills              |   |  |





## The e-Jobs Observatory is the collaborative platform for the promotion of excellence in e-Jobs, e-Skills and e-Competences

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