| Name of position | Name of roles |
|---|---|
| Service Management | Reporting |
| | Security Tasks |
| | Tool Management |
| Asset Management | Reporting |
| | Generating macros |
| | Searching for Signatures on the web |
| | Loading Licences into SWCM |
| | Other administrative tasks |
| Business Operations | European operations and business |
| Delivery Compliance Administration | Delivery Compliance Administration |
| | Team Leaders/Focal Points and assist with daily tasks |

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|---|---|
| | Automation implementation |
| | Documentation consolidation |
| | Data feeding |
| Customer technical support | Data mining |
| Groupware | General administrative tasks |
| | Technical activities |
| Application hosting | Reporting |
| End user support | Automation implementation & Reporting |
| | General support for the team |
| End user support | Quality/Training/GDF/Resource/Hiring |
| | |

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|---|---|
| Security Tasks (Health Checking Process) | Security Tasks |
| Compliance support team | Compliance support team role |
| IGA (EUS) – scripts preparation | IGA (EUS) – scripts preparation |

| Description of roles | Required skills |
|---|---|
| Monthly Report Status Reports | Advance knowledge of MS office |
| Health Checking Process<br>Vulnerability Scan (If required)<br><br>SA&D Checklist | Good communication skills<br>Advanced level of English language<br>Basic level of Italian language will be considered as a plus |
| Remedy for change managment<br>SA&D tool | |
| Reconciliation Reports<br><br>Generating Monthly Reconciliation Reports<br>Correcting data from the Data Quality reports | Microsoft Access knowledge for handling data reports |
| | Advanced Microsoft Excel<br><br><br>Visual Basic skills |
| | |
| | |
| Update TR with recon reports<br>CCM vs SWCM checking<br>PA vs SWCM | |
| Overall business management  /<br>management systems and finanace | |
| Patch management using the APARS process on the operating system level<br>Health Check Compliance (Operating system level and application level where necessary)<br>Service Activation and Deactivation<br>Antivirus Management (harmful code)<br>UserID Management | |
| Transfer of new workload from the sending IMT to Brno, assisting with the completion of the documentation required for a successful transfer<br>Data entry into tools such as SD/IS, SESDR and Elanor<br><br><br>Assisting with the writing/updating of documentation for the team<br>Assisting to compile daily and weekly reports to show the productivity of the team.<br>Assisting with the reporting to the customers on the overdue items and the actions required to resolve them. | Documentation and communication skills.<br><br>Documentation and communication skills, ability to drive the project-like work independently and with enthusiasm. |

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|---|---|
| Other duties as deemed necessary | |
| VBA scripting in MS Excel<br>Lotus Notes scripting<br>Create a hierarchical WiKi for all the IDC CE DCA community focused on technical documentation. This would encompass a design phase and data consolidation phase cross all the teams | Visual Basic skills<br>Lotus script of JAVA script skills<br><br>Documentation and communication skills, ability to drive the project-like work independently and with enthusiasm. |
| SDIS/LOPR service units import – manual data import to the Service Delivery Information System | Documentation and communication skills. |
| Comparison of data in different databases<br>Communication with other teams to get the data synchronized<br>Revision of current related documentation | Basic Excel knowledge |
| Shadowing of TL<br>Creation of LOPR's and update of SDIS<br>Quality analysis and statistics<br><br>1st level support - monitoring of a system, general IT knowledge necessary<br>2nd level support: if there is somebody experienced in Linux, ideally with RedHat certification | |
| Gathering data relevant for quality reporting<br>Preparation of quality reports<br>Weekly updates of visual boards<br>Support of pool leaders by entering time evidence<br>Preparing data for pool health index reporting<br>Data maintenance in Service delivery information system | |
| Gathering data relevant for quality/productivity reporting<br>VBA scripting in MS Excel<br>Lotus Notes scripting | Advanced Microsoft Excel<br>Visual Basic skills<br>Lotus Notes will be appreciated<br><br>Advance read/write technical English and also spoken |
| Quality calls check, soft skills training, | Advance English, willing to experience in practice communication skills, soft skills, |
| GDF support, Resource deplyment and Hiring | |

| Health Checking Process | Good communication skills |
|---|---|
| Revision of process setup in the team<br>Revision of process documentation in the team<br>Consolidation of the RDM related documents<br>Developing the portal for the process documentation<br>Reporting across multiple tools<br>Process quality analysis and improvement proposals | Good communication skills incl. the good English written and oral communication Accurancy, ability to handle the technical and process documentation |
| WEB application for computers administration | PHP, SQL, JavaScript knowledge |