Role catalogue

1 Management
1.1 Product manager

1.1.1 Strategic product manager
(aka Product Owner or Project Sponsor) Is responsible for market communication and analysis. Has the budget responsibility.

1.1.2 Operational product manager
Is responsible for the technical management of a coherent product. Acts as a technical expert to the Strategic product manager.

1.2 Project manager
Ensures that the project goals are met. Manages resources given to the project. Communicates with company leadership.

1.3 Configuration manager
Decides on the work-products to be put under version control. Defines and maintains tools for SCM. Ensures that the tools are used properly.

1.4 Line manager
Represents the legal employer. Ensures competence development and good working environment.

2 Analysis
2.1 Lead analyst
(aka Requirements engineer) Defines and describes the requirements to be met by the system. Handles contacts with customers and end-users.

2.2 Analyst
Assists the lead analyst.

3 Development
3.1 Architect
Specifies and decides on the target environment, components to be used and the high-level architecture. Ensures that functional and non-functional requirements are met.

3.2 Lead designer
Decides on design issues not covered in the architecture. Designs and implements prototypes.

3.3 Development manager
Plans and controls the development effort. Manages technical risks.

3.4 Environment manager
Creates and maintains the development and test environments. Keeps the technical environment under configuration control.

3.5 Developer
(aka Designer, Implementor or Programmer) Develops the system. Informs managers on technical risks.

3.5.1 Specialised development
There is sometimes a need for developers who are specialised in certain important technical systems. It depends on the domain, but can for example be:

- Database
- GUI
- Network
3.6 **Component adaptator**  
Adapts reused or procured components to their use in the system.

3.7 **Integrator**  
Put the various pieces of the software together to a complete system.

3.8 **Procurement responsible**  
Buys components and acquires free-ware.

4 **Validation**  
4.1 **Test leader**  
Evaluates requirements. Feeds information back to the team. Decides on the tested status of the product.

4.2 **Tester**  
Assists the test leader.

4.3 **Quality coordinator**  
Measures the product quality and initiate necessary changes of product and process. Determines the quality of the product.

5 **Customer services**  
5.1 **Deployment manager**  
Ensures that the product is made available to the customer. Coordinates manufacturing, installation, distribution and training.

5.2 **Technical writer**  
Decides the format and style of the documentation delivered to the customer. Ensures good readability and correct content of user documentation.

5.3 **Course developer**  
Creates training material. Contacts and assists course leaders.

5.4 **Course leader**  
Delivers training to customer, end-user and operation personnel.

5.5 **Helpdesk**  
Documents customer issues. Supports intended usage of the product.

5.6 **Operations manager**  
Ensures that customer services are provided on the agreed service level. Acquires hardware and software necessary for the service.

5.7 **Systems engineer**  
Performs maintenance and monitoring of systems providing customer services on in-house or third party systems. Handles emergencies. Assists the Operations manager.

6 **Knowledge management**  
6.1 **Librarian**  
Identifies reusable components. Manages the component library.

6.2 **Document responsible**  

6.3 **Process manager**  
(aka Process engineer or method developer) Coordinates, plans and controls process improvements. Decides on the introduction of new methods. Can be the SCRUM master.