

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

Decides on document and information standards. Today much on database modelling.

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