ICT Consultant

Goal

THE UFO PROFILES FROM THE OLD ICT JOB FAMILY CAN STILL BE USED TO CLASSIFY JOBS UNTIL THE TRANSITION TO CLASSIFICATION BASED ON THE NEW IT/IV/(AV)-PROFILES IS A REALITY (UNTIL FEBRUARY 28, 2026 AT THE LATEST.

To advise on information analysis and information and communication policy and co-implement ICT projects across the institution, within the set frameworks and/or the project plan, with a focus on promoting the continued integration of ICT products in the institution's operational and work processes.

Context

Reports to/receives hierarchical guidelines from one of the following officials:
- Policy Director
- Service Department Director
- Head of Department
- Project Leader
- Project Manager

RESULTAREAS

Main activity	Frame	Result	Activity
1. Acquisition (variant)			
To acquire new and additional commissions in a competitive environment	Policy of the service and/or department	Sufficient work and/or income for the service and/or department	- Establish and maintain contacts with prospective and existing clients - Keep abreast of internal and external developments that necessitate the carrying out of additional projects - Draw up proposals (chiefly project proposals) and quotations and present and discuss these with prospective and existing clients - Maintain and initiate good public relations
2. Studies			
To conduct research into requirements and preferences of the ICT users regarding the desired situation, as well as limitations, pre-conditions and guiding principles of the ICT organisation and report on this to the client	Methods and techniques for the analysing the organisation and business processes	The scope of ICT products to be developed or purchased	- Conduct penetrating research, such data research, organisation research, definition studies, feasibility studies, etc. - Take stock of and analyse the preferences and requirements of ICT users and client(s) regarding the desired information provision needed for optimum operations - Draw up reports for and present reports to clients - Draw up (or collaborate in the drawing up of) project plans and problem definitions
3. Advice			
Conduct consultative discussions and report findings to client	Range of available ICT products and services Problem definition	Advice provided and programme of (functional) requirements established regarding development and purchase of ICT products and projects have been set up	- Conduct consultative discussions and make recommendations and proposals regarding development assignment, purchase ICT products, set up and design projects and improve business processes - Draw up advisory reports and give advisory presentations - Draw up a schedule of requirements (functional design) for a development assignment, purchase ICT products and/or set up and design projects
4. Project definition			

To set project objectives and definition and establish a schedule of requirements in consultation with the client(s)	Question from the client	Framework within which a project can be compiled	- Provide advice on the involvement of internal and external parties and purchase ICT products - Approach and consult with internal and external parties - Draw up project goals and definitions and a schedule of requirements
5. Implementation and post-implementation work			
To supervise the implementation and carry out post-implementation work	Scope determined in the project plan	Client(s) have been supported efficiently and effectively in implementing and using ICT products and are kept informed of new developments	- Supervise the implementation of ICT products - Continue to be involved after implementation by responding to questions, resolving any problems that may arise and consulting with the parties involved (client(s), developers, etc.) - Following the end of the project, remain informed of new developments that influence the executed project
6. Process improvement			
To propose changes to the way activities are carried out and to the associated frameworks, methods and working methods as well as ensuring that the changes are correctly implemented	Department objectives	The service provision to ICT users has been improved	- Advise superior on using methods (in accordance with ICT-recognised standards) for his/her own discipline - Evaluate existing procedures and improve the procedures - Draw up, adjust, test and evaluate project implementation frameworks - Advise superior on the content of the standardisation policy regarding the use of design and development tools
7. Coordination of Work (variant)			
To coordinate the work to be performed by the department staff	Assigned authorities and guidelines	An effective, efficient and high standard of work has been facilitated	- Inform employees about objectives and results to be achieved - Provide directions and instructions about methods and procedures to be employed - Draw up (or delegate the drawing up of) schedules and coordinate days off - Jointly evaluate results and supervise and facilitate the appropriate qualitative and quantitative progress of the work - Resolve or report any problems encountered that staff cannot or are not permitted to resolve
8. Coaching (variant)			

To coach and offer professional guidance to less experienced colleagues	Employee's own discipline/field	Stimulation of the professional development of colleagues	- Provide feedback to less experienced colleagues - Inform new and less experienced colleagues about (new) work processes and methods - Act as the person people turn to with questions on operational and job-related problems - Share professional and process-related knowledge with new or less experienced colleagues

Ranking criteria ICT Consultant

Function level / Ranking criteria	ICT Consultant 1	ICT Consultant 2	ICT Consultant 3
Acquisition	Acquires large assignments from clients. Sets relevant targets with superior.	Acquires small assignments from clients. Sets relevant targets with superior.	not applicable
Advice	Translates general objectives of the client(s) into requirements, preferences and pre-conditions for innovation projects. Advises superiors on essential changes in multiple business processes. Advises on a large number complex ICT issues and projects.	Analyses business processes and conducts a complete preliminary study to identify the requirements, preferences and pre-conditions. Advises superiors and ICT users on dealing with changes in business processes. Advises on a large number of simple ICT issues or about a limited number of complex ICT issues and projects.	Analyses parts of simple processes in order to identify the information requirements of ICT users. Is aware of the consequences of interventions for day-to-day activities and important processes for ICT users. Advises on a limited number of simple ICT issues and projects.
Process and product improvement	Develops (or delegates the development of) the entire ICT service provision. Makes a major contribution to the innovation of business processes.	Makes proposals for improving and developing the ICT service provision. Develops and improves a limited part of the ICT service provision.	Makes proposals for improving and developing the ICT service provision.
Coordination of work and coaching	Coordinates the work of staff affiliated with a department or a project. Supervises and supports a number of less-experienced colleagues, and additionally acts as a person people turn to with questions.	not applicable	not applicable

Ranking Rules ICT Consultant

ICT Consultant 3 applies if at least all criteria described for Consultant 3 are met

ICT Consultant 2 applies if at least all criteria described for Consultant 2 are met

ICT Consultant 1 applies if all criteria described for Consultant 1 are met