



YOU HAVE THE KNOW HOW. WE HAVE THE KNOW WHO.

Hiring in the era of COVID-19, remote working and unprecedented digital transformation is rife with challenges.

Change is moving at an exponential pace and assembling the right combination of highly skilled [REDACTED] operatives is mission-critical for all organisations. This dossier includes essential intel to help you recruit the talent your organisation needs to succeed

Key market intelligence:

"Transformations are hard, and digital ones are harder. Years of research on transformation has shown that the success rate for these efforts is consistently low: less than 30% succeed.

- Unlocking Success In Digital Transformations
McKinsey Survey October 2018

During COVID-19, 74% of organisations have had to undertake rapid and significant digital transformations such as investing in online collaborative tools, cloud storage, Robotic Process Automation & AI.

Even in more traditional industries such as [REDACTED] Government, banking and pharmaceutical, we saw many positions created during this period for Technology & Digital roles. This includes roles such as Help Desk Support, Software Developers and Program Managers as well as [REDACTED] business support roles such as Call Centre Representatives and Policy Officers.

- Hudson Pulse Survey 2020

(END OF PAGE 1 OF 11)



PROFILE

The name's Coach. Agile Coach. And he or she is licensed to upskill. Rather than x-ray glasses, weaponised briefcases or a laser-firing Rolex, Agent Coach arms agile teams with the right knowledge, tools and training they'll need to work smarter and perform at a higher level. This agent's key focus is to create and motivate high-performing teams by imparting Agile methodologies through open communication and team collaboration.

EDUCATION

BSc/BA in Computer Science or a related field; MBA or other relevant post-graduate degree is a plus.

WORKS WELL WITH

CIO/CTO, Senior Management, Program Manager, DevOps Engineer, Business Analyst, teams of Developers.

KEY INSIGHT

32.4% of Tech and Dig candidates surveyed would like to become a Certified ScrumMaster (CSM).

ROLE

AGENT COACH

KNOWN ALIASES

SCRUM MASTER, SCRUM COACH, ITERATION MANAGER, AGILE COACH

CAPABILITIES

- Facilitate teams transitioning from a traditional development and project management approach to development through a complete Agile project life cycle.
- Work with the teams to identify and manage interactive dependencies within a complex systems environment.
- Work with the teams to identify and implement process improvements to improve both immediate and long-term productivity using Agile practices and tools.
- Work with the teams to identify and mitigate impediments and risks to the program.
- Proactively resolve conflict between people, teams, and organisations.
- Work closely with Project Managers to ensure the timely execution of the customer's objectives.
- Manage dependencies between your team and other project teams.
- Facilitate an environment of team spirit and excitement around constructive changes and maintain relevant metrics that help the team see how they are doing.
- Act as an Agile champion and contribute to expanding the understanding and practice of agile principles and values throughout the entire organisation.

SALARY

\$90-170K (PERMANENT) OR
\$140-185/HR (CONTRACTING)

For a detailed breakdown of salary by region, get in touch with us today.





ROLE

AGENT CONNECTOR

KNOWN ALIASES

BUSINESS ANALYST, BUSINESS CONSULTANT, DIGITAL BUSINESS ANALYST

KEY INSIGHT

32.4% of Tech and Dig candidates surveyed would like to become a Certified ScrumMaster (CSM).

PROFILE

This is no 007-style solo operator but the ultimate team player. So instead of drinking martinis and seducing foreign agents, Agent Connector brings people and information together. Acts as the key interface between the project manager and users, listening to stakeholder needs and documenting processes. Responsible for reviewing and analysing business processes, creating efficiencies, leading project teams and communicating technical information back to the business.

EDUCATION

Whilst a university degree is not essential to becoming a Business Analyst, many will hold a Bachelors degree in business, finance or information technology. Most projects today also require strong technical knowledge, in particular related to system integrations.

WORKS WELL WITH

Everyone. Connects the project manager and the users; the various team leads and the CFO; the technical experts, Agile Coach, Data Analyst, Program Manager, Change Manager and the broader business.

CAPABILITIES

- Gathering, validating and documenting business requirements.
- Modelling business processes and identifying opportunities for process improvements.
- Identifying issues, risks and benefits of existing and proposed solutions and outlining business impacts.
- Creating functional specifications for solutions.
- Estimating costs and identifying business savings.
- Simplifying information and deciphering technical jargon so it is easily understood by the whole team.
- Implementing and testing of solutions.
- Supporting business transition and helping to establish change.

SALARY

\$90-130K (PERMANENT) OR
\$70-110/HR (CONTRACTING)

For a detailed breakdown of salary by region, get in touch with us today.





PROFILE

Calm under pressure. Whether it comes from a billionaire supervillain with a fluffy white cat... or a complex project with multiple stakeholders. This agent ensures change initiatives meet objectives on time and budget by increasing employee adoption. Focuses on the people side of change, including changes to processes, system, job roles and organisation structure. These improvements increase benefit realisation, value creation and ROI.

EDUCATION

Requirements vary, but many Change Managers have a degree in business, economics, management, organisational change management, communications or human resources.

WORKS WELL WITH

May report to different people depending on the type and size of the organisation and the project. In some businesses a Change Manager will report directly to the CEO, particularly if the organisational change is significant. Alternatively, they may report into a CTO/CIO for major IT projects or to the Human Resources Director. Will also work with the Business Analyst, Program Manager and the broader business.

ROLE

AGENT JUGGLER

KNOWN ALIASES

CHANGE MANAGER, BUSINESS TRANSFORMATION MANAGER, REALISATION ANALYST

CAPABILITIES

- Leading and implementing change initiatives related to business processes and technologies.
- Driving adoption of changes within the organisation.
- Developing project strategies and plans, including stakeholder assessment, communications, leadership alignment, organisation transition, change readiness, capability transfer, and end-user training.
- Overseeing team execution in accordance with project plans, tools, and methods, and supporting resource planning and acquisition.
- Developing short and long-term goals, KPIs, and objectives, and developing and executing against annual operational plan.
- Leading/facilitating meetings with clients to ensure an understanding of the current company culture, and jointly developing a change adoption plan.
- Providing direct support and coaching to front-line managers and supervisors as they help their direct reports through transitions.
- Facilitating change management activities with cross-functional team members and stakeholders to understand and ensure adoption of the Digital Transformation.

SALARY

\$115-160K (PERMANENT) OR
\$800-1200/DAY (CONTRACTING)

For a detailed breakdown of salary by region, get in touch with us today.





ROLE

AGENT CREATOR

KNOWN ALIASES

FULL STACK DEVELOPER, FRONT END DEVELOPER, BACK END DEVELOPER, WEB DEVELOPER, SOFTWARE DEVELOPER

CAPABILITIES

- Design and creation of scalable software.
- Writing clean, functional code on the front and/or back-end.
- Testing and fixing bugs or other coding issues.
- Strong organisational and project management skills.
- Fundamental front-end languages such as HTML, CSS and JavaScript.
- JavaScript frameworks such as Angular JS, React and Amber.
- Server-side languages such as Python, Ruby, Java, PHP and .Net.
- Knowledge of database technology such as MySQL, Oracle and MongoDB.
- Developing front end website architecture.
- Creating servers and databases for functionality.
- Staying abreast of developments in web applications and programming languages.
- Maintain code integrity and organisation.
- Knowledge of code versioning tools, such as Git, Mercurial or SVN.

PROFILE

The ultimate double agent, this web developer or engineer can be deployed at both the front and back ends of a website or application. They can tackle projects that involve databases, building user-facing websites, or even work with clients during the planning phase of projects. Recruit the right operative in this role to ensure you only hire once.

EDUCATION

Degree in Computer Science.

WORKS WELL WITH

Data Analyst, DevOps Engineer, Cloud Architect, Graphic Designers.

SALARY

\$75-160K (PERMANENT) OR
\$90-130/HR (CONTRACTING)

For a detailed breakdown of salary by region, get in touch with us today.





PROFILE

DevOps. Sounds like black ops, right? Does Agent Engineer regularly go undercover in enemy territory to save the planet by defusing a bomb with seconds to go, all the while looking suave, cracking one-liners and remaining as sweat-free as a British prince? Sadly not. However, he or she could be just as important to your organisation. Agent Engineer is at the interface of development and operations within companies that develop software. His or her involvement in each stage of a product's existence promotes efficiency and, ultimately, increased revenue.

EDUCATION

BSc in Computer Science, Engineering or relevant field.

WORKS WELL WITH

Agile Coach, Cloud Architect, Full Stack Developers, IT staff.

ROLE

AGENT ENGINEER

KNOWN ALIAS

DEVOPS ENGINEER

CAPABILITIES

- Knowledge of one cloud platform (AWS, Azure, GCP).
- Hands-on knowledge of Configuration Management and Deployment tools like Puppet, Ansible, Chef, Terraform etc.
- Proficient in scripting, and Git workflows.
- Experience in developing Continuous Integration/ Continuous Delivery pipelines (CI/ CD).
- Implementing integrations requested by customers.
- Deploying updates and fixes.
- Providing Level 2 technical support.
- Building tools to reduce occurrences of errors and improve customer experience.
- Developing software to integrate with internal back-end systems.
- Performing root cause analysis for production errors.
- Investigating and resolving technical issues.
- Developing scripts to automate visualisation.
- Designing procedures for system troubleshooting and maintenance.

SALARY

\$110-160K (PERMANENT) OR
\$80-120/HR (CONTRACTING)

For a detailed breakdown of salary by region, get in touch with us today.





PROFILE

The technology buck stops here. This man or woman with a plan has a leadership vision and a dossier full of strategic thinking and technology intelligence. Rather than spending time curbing the rogue instincts of Bond, Agent Mastermind is busy developing technical aspects of the company's strategy to help departments use technology profitably and ensure alignment with its business goals. The highest technology executive position within a company, this agent develops policies and procedures and uses technology to enhance products and services that focus on external customers.

EDUCATION

BSc/BA in Computer Science, Engineering or a related field; MBA or other relevant graduate degree is a plus.

WORKS WELL WITH

The C-Suite, Change Manager, Program Manager, Agile Coach and the broader business.

ROLE

AGENT MASTERMIND

KNOWN ALIASES

CTO, CIO

CAPABILITIES

- Setting a vision for how technology will be used in the company.
- Developing the company's strategy for using technological resources.
- Ensuring technologies are used efficiently, profitably and securely.
- Evaluating and implementing new systems and infrastructure.
- Discovering and implementing new technologies that yield competitive advantage.
- Helping departments use technology profitably.
- Supervising system infrastructure to ensure functionality and efficiency.
- Building quality assurance and data protection processes.
- Monitoring KPIs and IT budgets to assess technological performance.
- Using stakeholders' feedback to inform necessary improvements and adjustments to technology.
- Communicating technology strategy to partners and investors.

SALARY

\$150-300K PER ANNUM

For a detailed breakdown of salary by region, get in touch with us today.





PROFILE

This agent may sound like some mystical mash-up of Doctors Spock, Strange and Who, but in fact has his or her feet very much on the ground (and is much more likely to take the train or bus to work rather than the TARDIS or the Starship Enterprise). Agent Mystic is responsible for converting the technical requirements of a project into the architecture and design that will guide the final product. Often also responsible for bridging the gaps between complex business problems and solutions in the cloud.

EDUCATION

Bachelor's degree in Computer Science, Computer Engineering, Information Technology or relevant field.

WORKS WELL WITH

DevOps Engineer,
Full Stack Developer.

ROLE

AGENT MYSTIC

KNOWN ALIASES

CLOUD ARCHITECT, CLOUD DEVELOPER,
CLOUD SYSTEMS ADMINISTRATOR

CAPABILITIES

- Excellent knowledge of cloud computing technologies and current computing trends.
- Create a well-informed cloud strategy and manage the adaption process.
- Regularly evaluate cloud applications, hardware, and software.
- Working closely with IT security to monitor the company's cloud privacy, monitor privacy and develop incident-response procedures.
- Responding to technical issues in a professional and timely manner.
- Offering guidance in infrastructure movement techniques including bulk application transfers into the cloud.
- Identifying the top cloud architecture solutions to successfully meet the strategic needs of the company.
- Selecting cloud providers and vetting third-party services.
- Overseeing governance and mitigate risk.
- Managing budgets and estimating cost.

SALARY

\$120-250K PER ANNUM

For a detailed breakdown of salary by region, get in touch with us today.





PROFILE

Rather than navigating the backstreets of glamorous European locations in an Aston Martin DB5, this agent navigates multiple projects at a business or organisation to be sure they're benefiting each other and aligning with overall business goals. Agent Navigator is responsible for the planning, governance and overall successful delivery of the business's various projects.

EDUCATION

A tertiary education in IT or computer science is beneficial to providing necessary technical knowledge to IT project management. Also a Project Management Professional (PMP) certification – the primary certification for professionals in the field of project management.

WORKS WELL WITH

CIO/CTO, Agile Coach, Business Analyst, Change Manager and the broader business.

ROLE

AGENT NAVIGATOR

KNOWN ALIASES

PROGRAM MANAGER, IT PROGRAM MANAGER, PROGRAMME MANAGER

CAPABILITIES

- Defining project objectives, project scope, roles & responsibilities.
- Defining resource requirements and managing resource availability & allocation both internal and third party.
- Outlining a budget based on requirements and tracking costs to deliver project on budget.
- Preparing a detailed project plan to schedule key project milestones, workstreams & activities.
- Managing delivery of the project according to this plan.
- Tracking project and providing regular reports on project status to project team and key stakeholders.
- Managing and adjusting for any changes in project scope, schedule and/ or budget.
- Identifying and mitigating potential risks.
- Managing the relationship and communication with the client and all stakeholders, ensuring the project is delivered to their satisfaction.

MOST POPULAR CERTIFICATION

36.2% of respondents to our survey seek Project Management Professional (PMP) Certification. 19% also stated Certified Associate In Project Management® (CAPM).

SALARY

\$130-220K (PERMANENT) OR
\$700-1400/DAY (CONTRACTING)

For a detailed breakdown of salary by region, get in touch with us today.





ROLE

AGENT SCIENTIST

KNOWN ALIASES

DATA ANALYST, DATA ENGINEER,
DATA SCIENTIST

CAPABILITIES

- Data mining using state-of-the-art methods.
- Interpreting data, analysing results using statistical techniques and providing ongoing reports.
- Developing and implementing databases, data collection systems, data analytics and other strategies that optimise statistical efficiency and quality.
- Acquiring data from primary or secondary data sources and maintain databases/ data systems.
- Identifying, analysing and interpreting trends or patterns in complex data sets.
- Processing, cleansing, and verifying the integrity of data used for analysis.
- Working with management to prioritise business and information needs.
- Locating and defining new process improvement opportunities.
- Selecting features, building and optimising classifiers using machine learning techniques.
- Extending company's data with third party sources of information when needed.
- Creating automated anomaly detection systems and constant tracking of its performance.

PROFILE

This is your Q. But instead of tinkering around with machine gun fountain pens and laser-equipped smartphones, this agent is working on data. Agent Scientist collects data on sales numbers, market research, logistics, linguistics, or other behaviours. They bring technical expertise to ensure the quality and accuracy of that data, then process, design and present it in ways to help people, businesses, and organisations make better decisions. Not quite as much fun as a rocket-launching ski pole, but probably more useful for your business.

EDUCATION

Graduate degree in Computer Science, Statistics, Informatics, Information Systems or another quantitative field. Advanced working SQL knowledge and experience working with relational databases, query authoring (SQL) as well as working familiarity with a variety of databases.

WORKS WELL WITH

Business Analyst, DevOps Engineer, Full Stack Developer.

SALARY

\$110-155K PER ANNUM

For a detailed breakdown of salary by region, get in touch with us today.





PROFILE

As you undergo your digital transformation initiatives, your internal processes, systems and tools will change. To facilitate a smooth transition, you will need a capable business support professional to help you redefine what those new processes will be. As the first port of call for stakeholders, this agent will play a significant role in helping your teams move forward in the new world of work.

Depending on the project scope and situation, you may need a business support contractor or a fulltime team member as you shape your future team.

With their knack for organizing and executing, they are the agents you want on your team when your projects encounter a roadblock or two.

EDUCATION

Agent All-rounder's background is as diverse as their job description.

Bachelor of Business, Advanced Diploma of Business may be a popular choice among these agents, but the truth is they can hail from any background.

WORKS WELL WITH

Anyone who wants to see projects completed on time.

ROLE

AGENT ALL-ROUNDER

KNOWN ALIASES

BUSINESS SUPPORT OFFICER, DATA ENTRY SPECIALIST, CUSTOMER SERVICE REPRESENTATIVE, EXECUTIVE ASSISTANT, TEAM COORDINATOR AMONG MANY OTHERS.

CAPABILITIES

- Coordinating different parts of a project.
- Developing and implementing new systems.
- Sending out critical comms and providing project updates.
- Fielding enquiries from various stakeholders both internal and external.
- Organising / scheduling meetings and keeping projects running smoothly.
- Budgeting / resource planning as well as billing and invoicing support.
- Helping teams implement new process improvement opportunities.
- Transcribing, auditing and reporting data as needed.
- First port of call for external stakeholders.
- Providing teams with support they need through all stages of the project.
- Able to tackle any new obstacles that may hold up project milestones.

SALARY

Varies depending on the role, location and seniority.

For a detailed breakdown of salary by region, get in touch with us today.





NEED HELP ASSEMBLING YOUR SUPER TEAM OF CHANGE AGENTS?

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make your digital talent Mission:Possible.



**DIGITAL TALENT
MISSION:POSSIBLE**

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