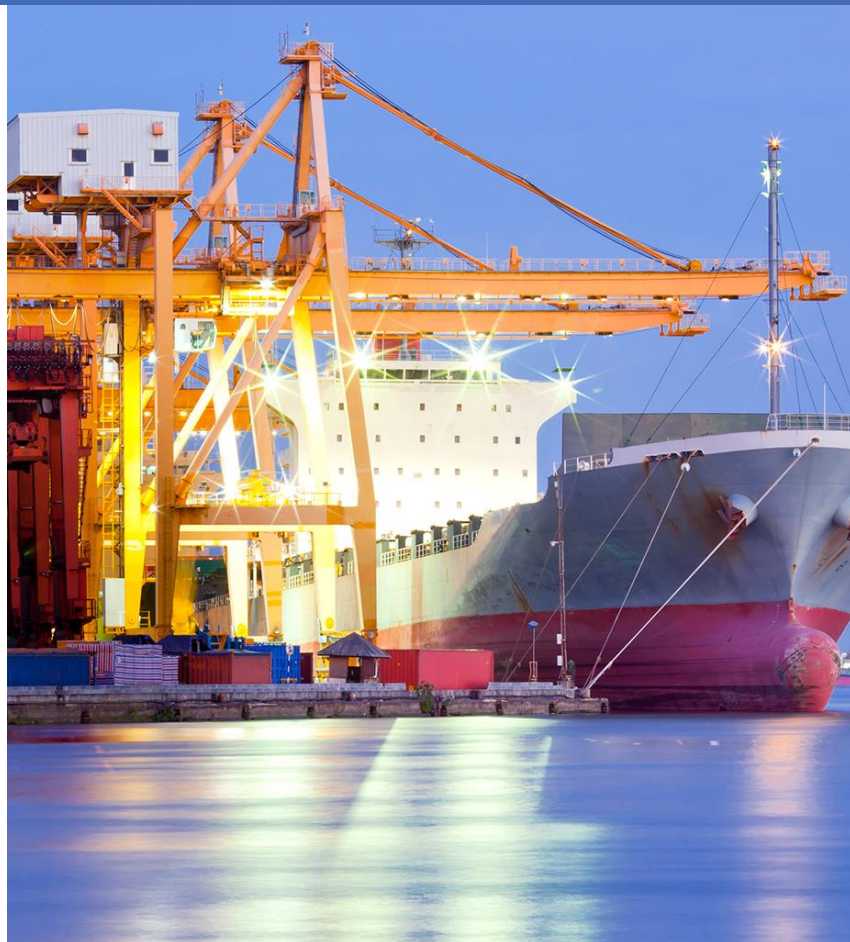




## D3.1 – FUNCTIONAL PROFILE FOR “SPECIALIST TECHNICIAN ON INFORMATION TECHNOLOGY APPLIED TO PORTS AND LOGISTICS” | EQF 5

WP3 – DESIGN OF THE FUNCTIONAL PROFILES AND JOIN CURRICULA FOR THE PORTS AND LOGISTICS SECTOR

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## FUNCTIONAL PROFILE

### “Specialist Technician on Information Technology applied to ports and logistics”<sup>1 2</sup>

#### EDUCATION AND TRAINING AREA: 481 – Computer use

**EQF (EUROPEAN QUALIFICATION FRAMEWORK): 5**

**NQF (NATIONAL QUALIFICATION FRAMEWORK - IRELAND): 6**

**NQF (NATIONAL QUALIFICATION FRAMEWORK - PORTUGAL): 5**

**RQF (NATIONAL REGULATED QUALIFICATIONS FRAMEWORK - UK): 4/5**

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<sup>1</sup> ISCO: 35-Information and Communications Technicians | 351-Information and Communications Technology Operations and User Support Technicians

<sup>2</sup> The designation of the qualification will differ depending on the EQF Level.



## IDENTIFICATION OF THE QUALIFICATION

Specialist Technician on Information Technology applied to ports and logistics

## GENERAL DESCRIPTION OF THE QUALIFICATIONS

Implementing Information Technologies in companies and organizations, in particular in the service of various aspects of port management and logistics activities.

## DESCRIPTION OF THE ACTIVITIES TO BE PERFORMED IN THIS FUNCTION

1. Use information technology tools to support the various aspects of management, with the specific requirements for the functioning of ports and logistic activity;
2. Proceed to the planning, installation and configuration of computer systems and equipment and structured networks;
3. Participate in the design of a safe working environment for business networks, namely in the definition and implementation of coherent cyber security policies and strategies;
4. Perform management and advanced manipulation of computer systems and applications;
5. Structure and access databases;
6. Provision of content on the Internet, including through the use of a scripting language.

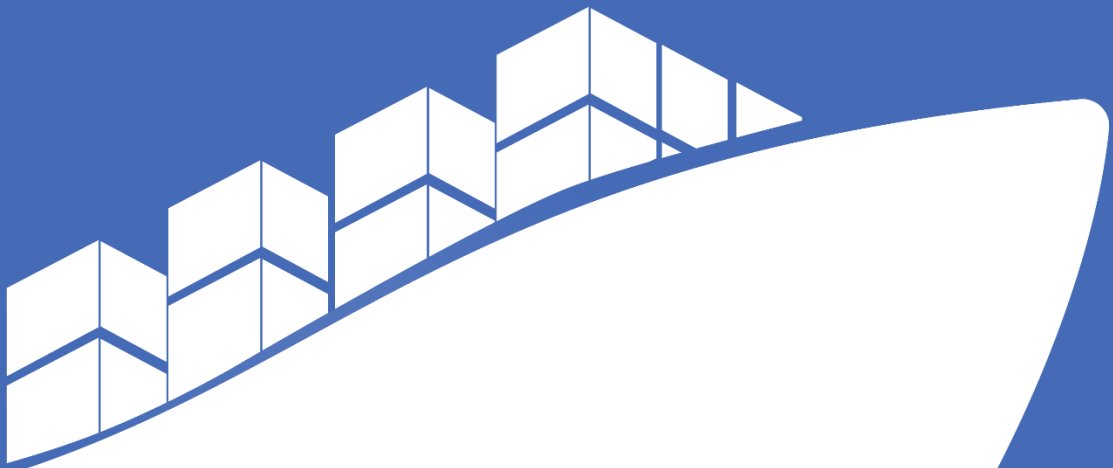
## IDENTIFICATION OF THE COMPETENCIES:

COMPETENCIES		
KNOWLEDGE	SKILLS	ATTITUDES (INCLUDING SOFT SKILLS)
<p><b>Knowledge of:</b></p> <ol style="list-style-type: none"> <li>1. Mathematics.</li> <li>2. Management and organization of information.</li> <li>3. Time Management.</li> <li>4. Planning techniques.</li> <li>5. Technical English.</li> <li>6. Human resources management.</li> <li>7. Financial management.</li> <li>8. Commercial management.</li> <li>9. Purchase/supply management.</li> <li>10. Quality management.</li> <li>11. Management and manipulation of computer applications.</li> <li>12. Availability of content on the Internet.</li> </ol> <p><b>In-depth knowledge of:</b></p> <ol style="list-style-type: none"> <li>13. Logistics chain.</li> <li>14. Transport, its policies and National and International framework (Incoterms).</li> <li>15. Global market and International trade.</li> <li>16. Ports activities.</li> <li>17. Management software applications.</li> <li>18. Frameworks as project management as PMBook and Scram.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify different types of organizational structure.</li> <li>2. Use techniques of elaboration of flowcharts, functional charts and flowcharts.</li> <li>3. Identify and use the different planning techniques.</li> <li>4. Evaluate the different offers of management applications available in the market according to specific needs.</li> <li>5. Correctly handle computer applications and management support platforms.</li> <li>6. Use techniques for the configuration of the different tables of management software applications.</li> <li>7. Use reporting and preparation techniques in the various management software applications.</li> <li>8. Use techniques to perform consultation and update the databases of various computer applications.</li> <li>9. Identify and select the different appropriate computer equipment and applications.</li> <li>10. Define the equipment and technologies for computer applications according to the products to be developed.</li> <li>11. Define techniques of installation, configuration and maintenance of computers and peripherals.</li> <li>12. Define techniques of installation, configuration and maintenance of operating systems and utilities.</li> <li>13. Define techniques of installation and administration of local networks.</li> </ol>	<ol style="list-style-type: none"> <li>1. Work as a team.</li> <li>2. Demonstrate the analytical ability and logical thinking.</li> <li>3. Demonstrate responsibility, initiative and autonomy.</li> <li>4. Demonstrate the ability to manage time.</li> <li>5. Demonstrate the ability to communicate.</li> <li>6. Demonstrate an ability to interpersonal relationships, particularly at the level of conflict management and motivation.</li> <li>7. Demonstrate proactivity to find appropriate solutions to solve concrete situations.</li> <li>8. Adapt to the evolution of procedures and technologies.</li> </ol>

<p>19. ITIL to effective IT and IS logistic portfolio and on-time client incident answer.</p> <p>20. Computer systems.</p> <p>21. Data networks.</p> <p>22. Information systems and databases.</p> <p>23. Web technologies as XML, Soap and web services.</p> <p>24. Programming languages.</p> <p>25. Audit and quality concepts and frameworks to better have development and implementations compliant with different and complex legislation in our days.</p>	<p>14. Define Internet setup and configuration techniques.</p> <p>15. Define techniques of installation, configuration and parameterization of administrative management applications.</p> <p>16. Evaluate computing applications applied to ports and logistics.</p> <p>9. Evaluate techniques of analysis of information systems.</p> <p>10. Use the different computer programming languages.</p> <p>11. Use the techniques of installation, configuration and administration of database management systems.</p> <p>12. Use techniques for installing and managing Web servers.</p> <p>13. Use web programming techniques.</p> <p>14. Apply the quality and security procedures of computer systems.</p> <p>15. Apply the norms of environment, safety, hygiene and health in the exercise of their professional activity, as well as in the scope of port and logistic activities.</p>	
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