HRDC
Human Resource Development Council

Career Development Stairway

ICT/BPO Sector

HUMAN RESOURCE DEVELOPMENT COUNCIL
October 2018

1. What is CaDs?

- CaDS is an IT-enabled visual display of information on career progression and job profiles with a view to reduce information asymmetry among students and other stakeholders.
- CaDS was developed in 2014 and launched in 2015

2. OBJECTIVES OF CaDS

The main objectives of ‘The Stairway’ are to:

- provide information on the various job roles and career opportunities in the sectors.
- provide details on the progression opportunities on the same step and also information on roles on the next step.
- help to plan career in the sectors whether one is a new entrant to the sector, or is looking for further opportunities within the sector.
- help reduce the skills mismatch through development and provision of relevant training provided by informed training centres.

3. TARGET AUDIENCE

- Students
- Working professionals
- Training institutions
- Employers
- Government Planners

3.1 Students

- ✓ Clear view of opportunities in the ICT/BPO sector
- ✓ Pursue education with clearer understanding of job expectation
- ✓ Awareness of the skills and competencies required
- ✓ Chart career path

3.2 Training Institutions

- ✓ Understand precisely the industry needs
- ✓ More objectivity when developing curriculum, projects and assignments to develop the required skills
- ✓ Enables definition of the fundamental body of knowledge for job groups

3.3 Working Professionals

- ✓ Understand job expectation and job fit
- ✓ Calibrate expectations
- ✓ Better knowledge of skills expectation

3.4 Employers

- ✓ Standard job descriptions
- ✓ Facilitates remuneration surveys
- ✓ Use to recommend training needs
- ✓ Identify core skills
- ✓ Better understanding of job fit
- ✓ Use for appraisals

3.5 Government Planners

- ✓ Better understanding of the training needs of the industry
- ✓ Enable focus on high-value jobs and skills expectations
- ✓ Improve ROI of Training and Development plans

4. Job Description (JDs)

Job Family	No of Fiches
Software Development and Web	13
BPO	12
Software Testing	8
System Design	7
Infrastructure and System	6
Service Management	5
Call Centre	5
Networking	3
IT Security	4
Total	**63**

5. New developments

- Given the rapid pace of developments of the ICT/BPO sector, many new jobs have emerged since 2015 in new fields:
  - Analytics
  - IoT
  - Automation

- Existing jobs have been restyled to reflect the latest technologies.

5.1 New developments (contd)

To keep pace with developments, 6 new job profiles have been created and 2 updated as follows:

Created

Digital & Data Analyst

Digital Marketing Manager

Database Administrator

IT Trainer

Systems Administrator

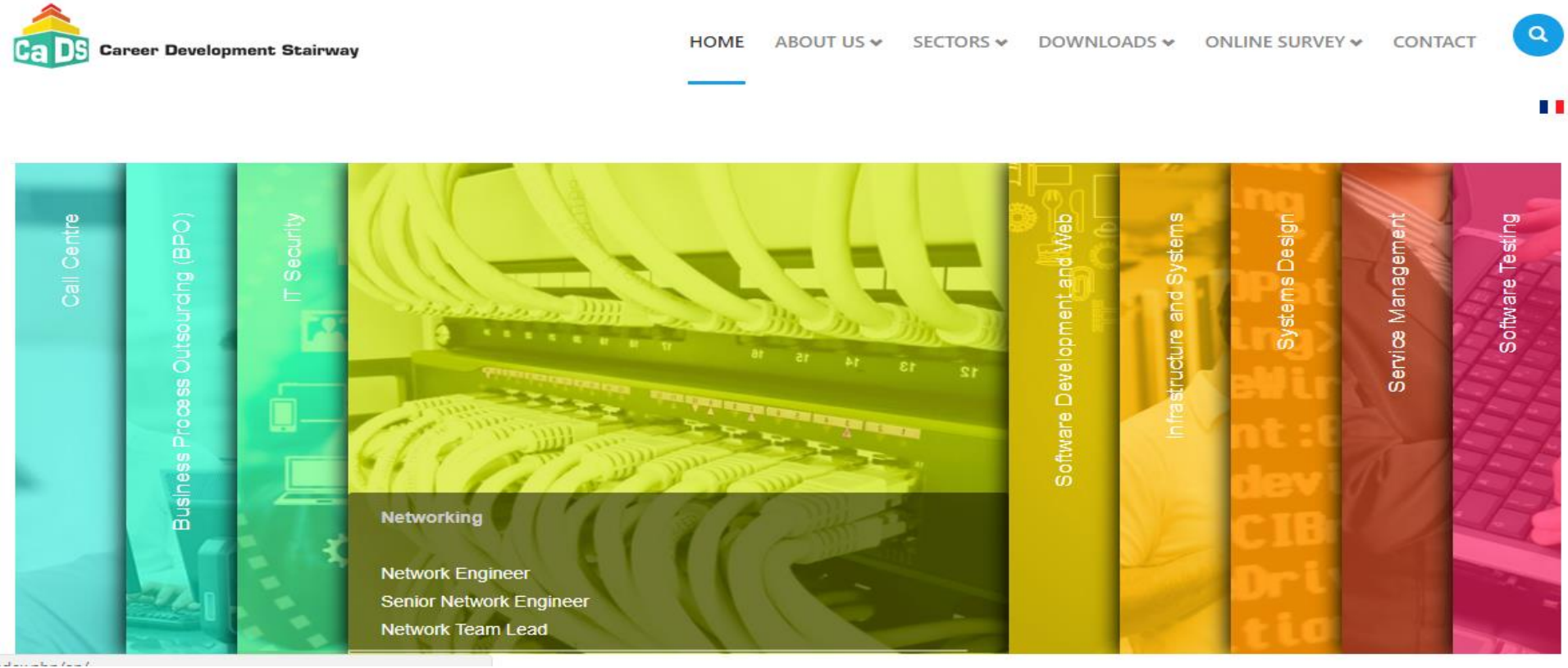
Project Manager SEO

Updated existing:

Web Marketer

Web Master

6. A view of CaDS website



http://cads.hrdc.mu/index.php/en/

Salient findings of the Skills Studies for the ICT Sector

7. Time frame to impact Business models in Mauritius

Now

- Mobile apps
- Cloud computing
- Big data
- Cybersecurity
- Z- generation – diff. aspirations

In 2 to 3 years

- Mobile apps
- Cloud computing
- Big data
- Cybersecurity
- IoT
- Crowdsourcing
- Blockchain
- Changing working env.
- Inflow of expat
- Ageing of popln.

More than 3 years

- IoT
- Artificial intelligence (AI)
- Big data and data-mining
- Cloud computing and super-calculators
- Brain-machine interfaces and sensors
- Intelligent mobility
- Sensors
- Nano-technology
- Autonomous and self-teaching algorithms for mini-drones and anthropomorphic robots
- Robotics
- Virtual and augmented reality (VR) (AR)
- 3D printing
- Blockchain
- Cybersecurity
- Changing working env.
- Inflow of expat

8. Time frame to impact Jobs

Now

- Software Developers
  - Java, .Net, C++, PHP, android with agile devt methodology
  - iOS and Android developme nt
- Hotliners
- Call centre operator
- Project manager
- Software Test Analyst
- IT Technician
- Web developer
- Cyber Security Officer
- System Integrators

In 2 to 3 years

- Software Developer
- Data Scientists
- Cloud computing specialist
- IoT specialist
- Cyber Security
- Web, graphic designer, illustr ators
  - VMWare and other virtualisation technology skills
- Web and multimedia Develo per
- Computer Architects
- Java integration developers
- Business architects

More than 3 years

- Data Scientists
- Cloud platform developers and architects
- IoT specialist
- Electrical and electronics engineering technologis ts and technicians
- Test Analysts
- Cyber Security
- IT Engineer
- Network Engineer
- System Engineer
- Software Developer: Java, C++, ..
- Interactive media developers
- Tele-agent
- IT Technician
- Team leader/Project Leader-IT
- Manager
- Web and graphic designer
- Web and multimedia Developer
- Customer Relationship Oficcers

9. Time frame to impact skills

Now

- Problem solving skills
- Critical Thinking
- Analytical Skills
- Good attitude
- Good communication in English and French
- Flexible
- Negotiation
- Service orientation
- Team spirit
- Willingness to learn
- Creativity
- Logical reasoning
- Confidence
- Agility
- Emotional Intelligence

In 2 to 3 years

- ✓ Complex problem solving
- ✓ High order thinking skills
- Analytical Skills
- Good comm. skills in English, French and 3rd language
- ✓ Highly adaptable and flexible (multicultural, odd hrs, mindse
- Self-learning
- ✓ Quick learners
- ✓ Creative and innovative
- Good attitude
- Emotional Intelligence
- Decision making
- Negotiation
- Service orientation
- Good Team spirit
- Willingness to learn, unlearn
- Multi-disciplinary skills

THANK YOU