Animation Ireland
Competency Framework

IT
Department

Fís Éireann
Screen Ireland

ANIMATION IRELAND

IT
Department

Roles

1. IT Director
2. IT Manager
3. Software Developer
4. Pipeline Developer
5. Cyber Security Specialist
6. IT Support Assistant

IT Director

The IT Director in the animation industry plays a vital role in overseeing and managing the technological infrastructure and systems that support the production, post-production, and overall operations of an animation studio. This role combines technical expertise with strategic planning to ensure efficient and effective IT operations, seamless workflow integration, and data security within the dynamic and creative environment of animation production.

Key tasks:

1. Developing and implementing IT strategies aligned with the animation studio's goals

2. Managing and maintaining the animation studio's technology infrastructure

3. Leading the IT team in providing technical support and troubleshooting for animation production systems

4. Ensuring data security and implementing measures to protect intellectual property

5. Collaborating with cross-functional teams to identify and implement technology solutions for animation production

6. Staying abreast of industry trends and emerging technologies in animation production

Task statements

Task statement 1:

Developing and implementing IT strategies aligned with the animation studio's goals:

Associated activities

- Collaborates with senior management to define the IT roadmap and objectives
- Assesses current IT infrastructure and identifies areas for improvement and optimization
- Researches and evaluates new technologies and solutions applicable to animation production
- Develops IT policies, procedures, and standards to ensure consistency and efficiency
- Establishes budgetary plans and monitor expenses for IT initiatives
- Communicates IT strategy and updates to stakeholders and team members

Task statement 2:

Managing and maintaining the animation studio's technology infrastructure:

Associated activities

- Oversees the installation, configuration, and maintenance of hardware and software systems
- Ensures the availability, reliability, and performance of servers, workstations, and networking equipment
- Coordinates with vendors and service providers for procurement, licensing, and support of IT infrastructure
- Monitors and manages storage systems to accommodate the production's data needs
- Implements backup and disaster recovery plans to safeguard critical data and systems
- Conducts regular audits and updates to ensure compliance with industry standards and security protocols

Task statement 3:

Leading the IT team in providing technical support and troubleshooting for animation production systems:

Associated activities

- Supervises and mentors the IT team, providing guidance and training as needed
- Develops and enforces best practices for technical support and issue resolution
- Coordinates with production teams to understand their IT requirements and provide timely solutions
- Diagnoses and resolves hardware, software, and networking issues for animation production systems
- Establishes and maintains a ticketing system to track and prioritize support requests
- Conducts regular performance assessments and provides feedback to the IT team

Task statement 4:

Ensuring data security and implementing measures to protect intellectual property:

Associated activities

- ✓ Develops and enforces security policies and procedures to safeguard sensitive data
- ✓ Implements access controls and user permissions for animation production systems
- ✓ Conducts regular security audits and vulnerability assessments
- ✓ Collaborates with legal and compliance teams to ensure adherence to copyright and intellectual property laws
- ✓ Stays updated on industry best practices and emerging threats in data security
- ✓ Educates employees on data security protocols and promotes a culture of cybersecurity awareness

Task statement 5:

Collaborating with cross-functional teams to identify and implement technology solutions for animation production:

Associated activities

- ✓ Partners with animation directors, producers, and artists to understand their technological requirements
- ✓ Evaluates and recommends software and tools for animation production, including rendering, compositing, and editing
- ✓ Leads the integration of different systems and workflows to streamline animation production processes
- ✓ Collaborates with external vendors and service providers to leverage specialised animation software and services
- ✓ Conducts user acceptance testing and provides training on new technology implementations
- ✓ Monitor and analyse the efficiency and effectiveness of technology solutions, making adjustments as necessary

Task statement 6:

Staying abreast of industry trends and emerging technologies in animation production:

Associated activities

- ✓ Conducts ongoing research and analysis of industry trends and advancements in animation technology
- ✓ Attends industry conferences, seminars, and workshops

Competencies applicable

Core	Creative	Technical	Leadership	Personal Development
Quality orientated	Animation principles	Body mechanics	Managing budgets	Continuous learning and improvement
Communication	Storytelling	Understanding post-production processes	Mentoring and coaching	Self-awareness
Working within a team	Creative thinking	Software	Strategic thinking	Managing self & resilience (well-being)
Working independently	Drawing		Managing people	Industry knowledge
Time, task and resource management	Acting for animation		Leading teams	
Problem solving	Storyboarding & use of animatics			
Adaptability to change				
Decision making				

IT Manager

The IT Manager in the animation industry plays a crucial role in overseeing and managing the day-to-day IT operations within an animation studio. This role combines technical expertise with leadership skills to ensure smooth functioning of technology infrastructure, efficient support to production teams, and effective management of IT projects within the dynamic and creative environment of animation production.

Key tasks:

1. Planning and executing IT projects to support animation production and business operations

2. Managing and maintaining the animation studio's technology infrastructure and systems

3. Providing technical support and troubleshooting for animation production teams

4. Ensuring data security and implementing measures to protect sensitive information

5. Collaborating with stakeholders to identify and address IT needs and requirements

6. Staying updated on industry trends and emerging technologies in animation production

Task statements

Task statement 1:

Planning and executing IT projects to support animation production and business operations:

Associated activities

- ✓ Collaborates with senior management to identify and prioritize IT projects aligned with production goals
- ✓ Develops project plans, timelines, and resource allocation strategies
- ✓ Coordinates with cross-functional teams to gather requirements and define project scope
- ✓ Manages project execution, including procurement, implementation, and testing of IT solutions
- ✓ Monitors project progress, track milestones, and reports on project status to stakeholders
- ✓ Ensures projects are completed within budget and meet quality standards

Task statement 2:

Managing and maintaining the animation studio's technology infrastructure and systems:

Associated activities

- ✓ Oversees the operation and maintenance of servers, workstations, and networking equipment
- ✓ Monitors system performance and addresses any issues or bottlenecks proactively
- ✓ Coordinates with vendors and service providers for hardware and software procurement, licensing, and support
- ✓ Conducts regular updates, patches, and upgrades to ensure systems are up-to-date and secure
- ✓ Implements backup and disaster recovery plans to protect critical data and ensure business continuity
- ✓ Manages user accounts, access controls, and permissions for animation production systems

Task statement 3:

Providing technical support and troubleshooting for animation production teams:

Associated activities

- ✓ Supervises the IT support team, providing guidance and training as needed
- ✓ Responds to technical support requests from animation production teams and address issues promptly
- ✓ Diagnoses and resolves hardware, software, and networking problems for production systems
- ✓ Develops and enforces best practices for technical support and issue resolution
- ✓ Collaborates with vendors and service providers to ensure timely and effective support
- ✓ Maintains a knowledge base and documentation for common technical issues and their resolutions

Task statement 4:

Ensuring data security and implementing measures to protect sensitive information:

Associated activities

- Establishes and enforces data security policies, procedures, and access controls
- Conducts regular security assessments and vulnerability scans to identify and address risks
- Implements and maintains antivirus, firewall, and intrusion detection systems
- Collaborates with legal and compliance teams to ensure adherence to data privacy regulations
- Provides training and awareness programs to educate employees on data security best practices
- Stays updated on emerging threats and industry trends in data security and privacy

Task statement 5:

Collaborating with stakeholders to identify and address IT needs and requirements:

Associated activities

- Liaises with animation directors, producers, and artists to understand their technology requirements
- Conducts regular meetings and discussions to gather feedback and identify areas for improvement
- Evaluates and recommends software and tools to enhance animation production workflows
- Develops and maintains relationships with vendors and service providers to leverage specialized solutions
- Works with cross-functional teams to integrate systems and workflows for seamless collaboration
- Provides guidance and support for IT-related procurement and contract negotiations

Task statement 6:

Staying updated on industry trends and emerging technologies in animation production:

Associated activities

- Continuously researches and evaluates advancements in animation technology and production techniques
- Attends industry conferences, webinars, and workshops to expand knowledge and network with peers
- Engages with online communities and forums to stay informed about the latest trends and best practices
- Shares insights and recommendations with stakeholders and teams to drive innovation and improvement
- Collaborates with senior management to develop a technology roadmap aligned with industry trends
- Evaluates and proposes investments in new technologies to enhance animation production processes

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Competencies applicable

Core	Creative	Technical	Leadership	Personal Development
Quality orientated	Animation principles	Body mechanics	Managing budgets	Continuous learning and improvement
Communication	Storytelling	Understanding post-production processes	Mentoring and coaching	Self-awareness
Working within a team	Creative thinking	Software	Strategic thinking	Managing self & resilience (well-being)
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Problem solving	Storyboarding & use of animatics			
Adaptability to change				
Decision making				

Software Developer

A Software Developer in the animation industry plays a key role in designing, developing, and maintaining software solutions that support the animation production process. This role combines technical expertise with a deep understanding of animation workflows, ensuring that software applications meet the unique needs of the industry. The Software Developer must collaborate with cross-functional teams to create innovative tools that enhance animation production efficiency, creativity, and quality.

Key tasks:

1. Designing and developing software applications tailored to the animation production process

2. Collaborating with artists and animators to understand their workflow requirements

3. Implementing and maintaining animation-specific algorithms and tools

4. Performing testing and debugging to ensure software quality and stability

5. Keeping up to date with industry trends and emerging technologies in animation software development

6. Supporting and providing technical expertise to animation production teams

Task statements

Task statement 1:

Designing and developing software applications tailored to the animation production process.

Associated activities

✓ Collaborates with stakeholders to gather requirements and understand animation production workflows

✓ Designs software architecture, interfaces, and database structures for animation applications

✓ Writes clean, efficient, and maintainable code using appropriate programming languages and frameworks

✓ Develops user-friendly interfaces and intuitive interactions for animation software tools

✓ Implements version control and documentation practices to ensure codebase integrity and knowledge sharing

✓ Conducts regular code reviews and participates in software development best practices

Task statement 2:

Collaborating with artists and animators to understand their workflow requirements:

Associated activities

✓ Engages with animation artists and animators to gather feedback and understand their needs

✓ Attends production meetings and actively participates in discussions about animation workflows

✓ Provides technical expertise and recommendations to optimize and streamline animation processes

✓ Collaborates with artists to prototype, iterate, and refine software tools based on their input

✓ Conducts usability testing and collects user feedback to improve the user experience of animation software

✓ Maintains a strong relationship with animation teams and acts as a bridge between developers and artists

Task statement 3:

Implementing and maintaining animation-specific algorithms and tools:

Associated activities

✓ Researches, develops, and optimizes algorithms for animation-related tasks such as character rigging, motion capture, or simulation

✓ Creates and integrates custom tools and plugins into animation software platforms

✓ Collaborates with technical directors and rigging teams to ensure tools meet their specific requirements

✓ Stays up to date with the latest techniques and advancements in animation algorithms and tools

✓ Troubleshoots and resolves issues related to animation-specific algorithms and tools

✓ Provides technical support and guidance to users of animation-specific tools

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Task statement 4:

Performing testing and debugging to ensure software quality and stability:

Associated activities

✓ Develops and executes test plans, scenarios, and scripts to validate software functionality

✓ Conducts unit testing, integration testing, and regression testing to identify and fix bugs

✓ Collaborates with quality assurance teams to ensure software meets performance and quality standards

✓ Monitors and analyses software performance and addresses performance bottlenecks

✓ Debugs and resolves issues reported by animation production teams

✓ Continuously improves and optimizes software code to enhance stability and efficiency

Task statement 5:

Keeping up to date with industry trends and emerging technologies in animation software development:

Associated activities

✓ Stays informed about advancements in animation software, tools, and frameworks

✓ Attends conferences, webinars, and workshops focused on animation technology and software development

✓ Participates in online communities and forums to share knowledge and learn from industry peers

✓ Researches and evaluates emerging technologies that can enhance animation production processes

✓ Collaborates with the development team to explore and implement new techniques and technologies

✓ Proactively proposes innovative solutions and improvements based on industry trends

Task statement 6:

Supporting and providing technical expertise to animation production teams:

Associated activities

✓ Collaborates with animation production teams to troubleshoot and resolve technical issues

✓ Provides training to others as needed

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Competencies applicable

Core	Creative	Technical	Leadership	Personal Development
Quality orientated	Animation principles	Body mechanics	Managing budgets	Continuous learning and improvement
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Working within a team	Creative thinking	Software	Strategic thinking	Managing self & resilience (well-being)
Working independently	Drawing		Managing people	Industry knowledge
Time, task and resource management	Acting for animation		Leading teams	
Problem solving	Storyboarding & use of animatics			
Adaptability to change				
Decision making				

Pipeline Developer

The Pipeline Developer in the animation industry is responsible for designing, developing, and maintaining the software infrastructure and tools that support the animation production pipeline. The role involves collaborating with cross-functional teams to identify workflow bottlenecks and inefficiencies, and implementing solutions to streamline the production process. Pipeline Developers leverage their technical expertise and knowledge of animation workflows to enhance productivity, optimize resource allocation, and improve overall project efficiency.

Key tasks:

1. Designing and developing software solutions to support the animation production pipeline

2. Collaborating with artists, technical directors, and production teams to identify workflow bottlenecks

3. Implementing tools and automation to streamline the animation production process

4. Ensuring the stability, performance, and scalability of the pipeline infrastructure

5. Conducting testing and debugging to ensure software quality and reliability

6. Staying up to date with industry trends and emerging technologies in pipeline development

Task statements

Task statement 1:

Designing and developing software solutions to support the animation production pipeline:

Associated activities

- ✓ Collaborates with stakeholders to understand and gather requirements for pipeline development
- ✓ Designs and architects software solutions that address specific production needs
- ✓ Develops tools and utilities to automate repetitive tasks and optimize production workflows
- ✓ Integrates various software applications and systems to create a unified pipeline infrastructure
- ✓ Ensures compatibility and interoperability between different software components
- ✓ Implements version control and documentation practices to maintain code integrity and knowledge sharing

Task statement 2:

Collaborating with artists, technical directors, and production teams to identify workflow bottlenecks:

Associated activities

- ✓ Engages with animation artists, technical directors, and production teams to gather feedback
- ✓ Participates in production meetings and actively contributes to discussions on pipeline optimisation
- ✓ Analyses current workflows to identify areas of improvement and inefficiencies
- ✓ Collaborates with stakeholders to understand specific production requirements and challenges
- ✓ Conducts regular reviews and evaluations of the production pipeline
- ✓ Proposes and implements solutions to address workflow bottlenecks and enhance efficiency

Task statement 3:

Implementing tools and automation to streamline the animation production process:

Associated activities

- ✓ Develops custom tools and scripts to automate repetitive tasks and streamline production workflows
- ✓ Integrates third-party software and plugins to enhance the functionality of the pipeline
- ✓ Collaborates with artists and technical directors to identify opportunities for automation
- ✓ Implements efficient data management and file organisation strategies
- ✓ Optimizes rendering and simulation processes to improve production efficiency
- ✓ Conducts testing and validation to ensure the reliability and stability of automation tools

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Task statement 4:

Ensuring the stability, performance, and scalability of the pipeline infrastructure:

Associated activities

- ✓ Monitors and maintains the pipeline infrastructure, including servers, databases, and network systems
- ✓ Performs regular system audits and security checks to identify vulnerabilities and potential issues
- ✓ Optimizes and fine-tunes the performance of the pipeline infrastructure to meet production demands
- ✓ Identifies and resolves performance bottlenecks and optimises resource allocation
- ✓ Implements backup and disaster recovery strategies to protect critical data
- ✓ Stays updated with the latest security practices and implements measures to safeguard the pipeline infrastructure

Task statement 5:

Conduct testing and debugging to ensure software quality and reliability:

Associated activities

- ✓ Develops and executes test plans and scenarios to validate pipeline software functionality
- ✓ Performs unit testing, integration testing, and regression testing to identify and fix bugs
- ✓ Collaborates with quality assurance teams to ensure software meets performance and quality standards
- ✓ Debugs and troubleshoots issues reported by production teams
- ✓ Continuously improves software code and documentation based on testing feedback
- ✓ Implements monitoring and logging mechanisms to proactively identify and address issues

Task statement 6:

Stay up to date with industry trends and emerging technologies in pipeline development:

Associated activities

- ✓ Researches and explores the latest trends and advancements in pipeline development and animation technology

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Competencies applicable

Core	Creative	Technical	Leadership	Personal Development
Quality orientated	Animation principles	Body mechanics	Managing budgets	Continuous learning and improvement
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Time, task and resource management	Acting for animation		Leading teams	
Problem solving	Storyboarding & use of animatics			
Adaptability to change				
Decision making				

Cyber Security Specialist

A Cyber Security Specialist in the animation industry is responsible for ensuring the confidentiality, integrity, and availability of digital assets and systems. Their role will involve implementing and maintaining robust security measures to protect animation studios' sensitive information, intellectual property, and production processes. The Cyber Security Specialist will work closely with cross-functional teams to identify and mitigate security risks, conduct security assessments, and develop strategies to enhance the overall cyber resilience of the organisation.

Key tasks:

1. Developing and implementing cyber security policies, procedures, and guidelines

2. Conducting security assessments and audits to identify vulnerabilities and risks

3. Monitoring and responding to security incidents and threats in real-time

4. Implementing and maintaining security technologies and solutions

5. Providing security awareness training and education to employees

6. Staying up to date with industry trends and emerging cyber security threats

7. Collaborating with internal and external stakeholders to ensure compliance with security standards and regulations

Task statements

Task statement 1:

Developing and implementing cyber security policies, procedures, and guidelines:

Associated activities

✓ Analyses current security policies and practices to identify gaps and areas for improvement

✓ Develops and documents cyber security policies, standards, and procedures

✓ Defines access controls, authentication mechanisms, and data classification guidelines

✓ Implements secure configuration management practices for systems and networks

✓ Conducts regular reviews and updates of cyber security policies to align with industry best practices

✓ Communicates and educates employees on cyber security policies and guidelines

Task statement 2:

Conducting security assessments and audits to identify vulnerabilities and risks:

Associated activities

✓ Performs regular vulnerability assessments and penetration tests on infrastructure and applications

✓ Conducts risk assessments to identify and prioritize potential security threats

✓ Reviews system and network logs to detect and investigate security incidents

✓ Collaborates with internal teams and external vendors to conduct security audits

✓ Develops and maintains incident response plans and playbooks

✓ Provides recommendations and remediation strategies to address identified vulnerabilities

Task statement 3:

Monitoring and responding to security incidents and threats in real-time:

Associated activities

✓ Implements and maintains security monitoring tools and systems

✓ Monitors network traffic and system logs for suspicious activities or indicators of compromise

✓ Investigates and analyses security incidents to determine the root cause and impact

✓ Responds to security incidents in a timely manner and implements necessary remediation actions

✓ Coordinates with internal teams and external partners for incident response and forensic analysis

✓ Documents and reports security incidents, including lessons learned and recommended improvements

Task statement 4:

Implementing and maintaining security technologies and solutions:

Associated activities

- ✓ Deploys and configures firewalls, intrusion detection/prevention systems, and security information and event management (SIEM) tools
- ✓ Implements data encryption, access control mechanisms, and endpoint protection solutions
- ✓ Manages and updates security software, including antivirus and anti-malware systems
- ✓ Monitors security advisories and patches to ensure timely application of security updates
- ✓ Conducts regular audits and tests of security technologies to verify their effectiveness
- ✓ Collaborates with vendors to evaluate and select appropriate security solutions

Task statement 5:

Providing security awareness training and education to employees:

Associated activities

- ✓ Develops and delivers training programs on cyber security best practices and policies
- ✓ Raises awareness among employees about common cyber threats and social engineering techniques
- ✓ Conducts phishing simulations and provides feedback to improve employees' vigilance
- ✓ Creates educational materials and resources, such as newsletters and security bulletins
- ✓ Fosters a culture of security awareness and accountability within the organisation
- ✓ Provides ongoing guidance and support to employees regarding security-related concerns

Task statement 6:

Staying up to date with industry trends and emerging cyber security threats:

Associated activities

- ✓ Monitors industry news, forums, and security advisories to stay informed about the latest cyber security trends and threats
- ✓ Participates in conferences, seminars, and webinars related to cyber security

Task statement 7:

Collaborating with internal and external stakeholders to ensure compliance with security standards and regulations:

Associated activities

✓ Conducts regular audits and assessments to ensure compliance with industry-specific security standards, regulations, and frameworks

✓ Collaborates with legal and compliance teams to interpret and implement relevant data protection and privacy laws

✓ Develops and maintains documentation related to security compliance, such as security policies, procedures, and controls

✓ Engages with external auditors and regulatory bodies to demonstrate adherence to security standards and requirements

✓ Provides guidance and support to internal teams in implementing security controls and measures to meet compliance obligations

✓ Stays informed about changes in security regulations and standards and update security practices accordingly

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Competencies applicable

Core	Creative	Technical	Leadership	Personal Development
Quality orientated	Animation principles	Body mechanics	Managing budgets	Continuous learning and improvement
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Time, task and resource management	Acting for animation		Leading teams	
Problem solving	Storyboarding & use of animatics			
Adaptability to change				
Decision making				

IT Support Assistant

The IT Support Assistant plays a vital role in providing technical support and assistance to ensure the smooth functioning of the IT infrastructure within the animation studio. They assist in resolving hardware and software issues, responding to user inquiries, and maintaining IT systems and equipment. The IT Support Assistant collaborates with the IT team to deliver efficient and effective IT support services to all staff members.

Key tasks:

1. Providing technical support to end-users and resolving hardware and software issues

2. Assisting in the setup and configuration of computers, printers, and other IT equipment

3. Responding to user inquiries and troubleshooting IT-related problems

4. Performing routine maintenance tasks, including system updates and backups

5. Assisting in the management of IT assets and inventory

6. Contributing to the development and maintenance of IT documentation and knowledge base

7. Collaborating with the IT team to ensure effective delivery of IT support services

Task statements

Task statement 1:

Providing technical support to end-users and resolving hardware and software issues:

Associated activities

✓ Responds to user inquiries and troubleshoots hardware and software problems

✓ Diagnoses and resolves technical issues related to computer systems, printers, and other IT equipment

✓ Assists users with software installations, updates, and configurations

✓ Provided guidance and support in using various software applications

✓ Escalates complex technical issues to the appropriate IT personnel

Task statement 2:

Assisting in the setup and configuration of computers, printers, and other IT:

Associated activities

✓ Sets up new computers, laptops, and peripheral devices for users

✓ Installs and configures software applications and drivers

✓ Connects and troubleshoots network connections, printers, and other hardware devices

✓ Ensures proper cable management and organisation of IT equipment

Task statement 3:

Responding to user inquiries and troubleshooting IT-related problems:

Associated activities

✓ Provides timely and professional assistance to user inquiries via various channels, such as phone, email, or in person

✓ Troubleshoots and resolves user issues related to software functionality, connectivity, and access rights

✓ Provides guidance on basic IT tasks, such as password resets and account management

✓ Documents user interactions and resolutions in the IT ticketing system

Task statement 4:

Performing routine maintenance tasks, including system updates and backups:

Associated activities

✓ Conducts regular system updates and patches to ensure security and performance

✓ Performs backups of critical data and verifies data integrity

✓ Monitors system performance and proactively addresses potential issues

✓ Maintains antivirus software and conducts regular virus scans

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Task statement 5:

Assisting in the management of IT assets and inventory:

Associated activities

- ✓ Tracks and documents IT assets, including computers, peripherals, and software licenses
- ✓ Conducts periodic inventory checks and reconciles discrepancies
- ✓ Assists with equipment procurement and disposal processes
- ✓ Collaborates with the IT team to ensure optimal asset utilisation and maintenance

Task statement 6:

Contributing to the development and maintenance of IT documentation and knowledge base:

Associated activities

- ✓ Assists in the creation and updating of IT documentation, including user manuals, standard operating procedures, and troubleshooting guides
- ✓ Organises and maintains a knowledge base of common IT issues and their resolutions
- ✓ Shares knowledge and provides training to users on IT-related topics

Task statement 7:

Collaborating with the IT team to ensure effective delivery of IT support services:

Associated activities

- ✓ Participates in team meetings and shares insights and suggestions for process improvement
- ✓ Collaborated with team members on projects and initiatives
- ✓ Assists in the implementation and rollout of IT systems and solutions
- ✓ Supports other IT team members as needed to deliver high-quality IT support services

Competencies applicable

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Problem solving	Storyboarding & use of animatics			
Adaptability to change				
Decision making				