The Professional Services Career Map

An excerpt from The Seven Principles of Professional Services (Principle #7: Stay Engaged)

GENERIC PROFESSIONAL SERVICES CAREER MAP

>> STAGES OF CAREER GROWTH OVER TIME >>

	1. POTENTIAL	2. COMPETENT	3. DECISIVE	4. LEADER	5. RESULTS	6. RELIABLE
TECHNICAL CAREER PATH			PRODUCT OR DEVELOPMENT	PRODUCT OR DEVELOPMENT		EXECUTIVE LEADERSHIP
	* Field / Customer Support	Support Specialist	Senior Support Specialist			
				Senior Support Manager		
	* Associate Consultant	General Consultant	Senior General Consultant	Practice Lead Consultant	Business Manager	
			Subject Mattaer Expert Consultant	Industry Expert		
			Architect	Senior Architect		
			Technical Presales	Senior Technical Presales		
		Trainer	Senior Trainer	Training Manager	Business Manager	
	* Document Writer	Senior Document Writer	Curriculum Developer	Curriculum Specialist		
	* Test Script Writer	Tester	QA Specialist	QA Manager		
		Technical Project Manager	Senior Technical Project Manager			
OPERATIONS CAREER PATH	* Associate Business Analyst	Business Analyst	Project Manager	Senior Project Manager	Business Manager	
				Services Presales		
	* Operations Support Analyst	* Operations Analyst	Senior Operations Analyst	Operations Manager		
		Other Divisional Operations Roles	Other Divisional Operations Roles	Other Divisional Management Roles	Other Divisional Management Roles	

COMPETENCY DIVIDE | DECISION MAKING DIVIDE | LEADERSHIP CHASM | RESULTS CHASM | RELIABILITY CHASM

OPERATIONS CHASM

KEY TO ROLES

- Services Roles
- * Entry Level Services Roles
- Services Exit Points

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