

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – BUSINESS ANALYST/ARTIFICIAL INTELLIGENCE TRANSLATOR		
Sector	Infocomm Technology	
Track	Strategy and Governance	
Sub-track	Enterprise Architecture	
Occupation	Business Analyst	
Job Role	Business Analyst/Artificial Intelligence Translator	
Job Role Description	<p>The Business Analyst/Artificial Intelligence (AI) Translator serves as the liaison between the business and technical teams in translating complex business needs into technological solutions. He/She analyses business technology requirements and specifications against value and risk of potential solutions, and conducts cost-benefit and risk assessment analysis for proposed solutions to determine suitability of solutions. He examines interactions between systems elements, systems performance and issues, and designs the solution blueprint for the specific area of expertise with the consideration of implications for integration across the entire solution. He translates business requirements and user needs into functional and technical specifications, ensuring that business requirements are incorporated into the solution design. He develops multi-disciplinary technical expertise to support senior management in complex projects, as well as reviews work at critical milestones with team leader or sponsor to maintain their commitment and support.</p> <p>He is knowledgeable of techniques to elicit and manage requirements, as well as software development models including Agile methodologies. He is also familiar with requirements life cycle management, analysis planning and monitoring, requirements' analysis and design definition.</p> <p>The Business Analyst/AI Translator is able to see connections between business and IT needs of an organisation in order to develop and communicate effective system solutions. He thrives and easily draws trends from ambiguous circumstances, and addresses complex issues with sound judgement and decisions.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Identify business needs, systems and requirements	Analyse business technology requirements and specifications against value and risk of potential solutions
		Translate business needs and requirements into potential Artificial Intelligence (AI) and/or analytics problems
		Scope Proof-of-Concepts for AI and analytics related use cases and projects
		Identify suitable technological solutions for the business
		Balance requests and competing priorities from key stakeholders to maximise the value delivered to the organisation
		Conduct cost-benefit and risk assessment analyses for proposed solutions to determine suitability of solutions
		Present business cases defining potential benefits, solutions to increase efficiencies of business processes and associated risks
	Analyse systems and propose solutions	Examine interactions between systems elements, performance and issues
		Recommend proposed solutions and/or enhancements to improve and optimise processes, workflows, performance and systems
		Identify opportunities where AI and analytics can address business and user needs and create value
		Design the solution blueprints for the specific areas of expertise with the consideration of implications for integration across the entire solution
		Oversee the evaluation of proposed solutions and/or enhancements to ensure its feasibility, viability and efficiency
		Evaluate the feasibility, viability and implications of proposed solutions and/or enhancements to systems on the current and future business environment
		Oversee the development of different components within the proposed solutions and/or enhancements
		Analyse inter-dependencies and inter-linkages of systems and processes across the organisation
	Develop technical specifications	Translate business requirements and user needs into functional and technical specifications

		Develop a roadmap to translate existing system specifications into future-state systems requirements	
		Function as the liaison between users and technical team throughout the implementation cycle	
		Ensure that business requirements are incorporated into the solution design	
		Manage risks associated with new solutions and/or proposed enhancements	
		Guide the design and development teams towards smooth solutions integration	
	Manage the implementation of new solutions and/or enhancements	Apply multi-disciplinary technical expertise to support senior management in complex projects	
		Devise procedures to solve complex operational issues	
		Oversee the translation of requirements documentation to systems requirement specifications	
		Manage the conduct of change management programmes and initiatives to drive the adoption of new and/or enhanced technologies including AI related solutions	
		Act as the main point of contact for escalated issues	
		Review technical documentation of the design documents, coding documents and user manuals	
		Oversee the conduct of User Acceptance Testing (UAT) and integration testing	
		Develop dashboards and provide regular status reports to project managers	
		Review work at critical milestones with team leader or sponsor to maintain their commitment and support	
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies
	Business Environment Analysis	Level 3	Decision Making
	Business Innovation	Level 4	Interpersonal Skills
	Business Needs Analysis	Level 3, Level 4	Leadership
	Business Process Re-engineering	Level 4	Lifelong Learning
	Business Requirements Mapping	Level 4	Problem Solving
	Business Risk Management	Level 4	
	Change Management	Level 4	
	Data Visualisation	Level 4	
	Data Strategy	Level 4	
	Design Thinking Practice	Level 3	
	Emerging Technology Synthesis	Level 3	
	Networking	Level 3	
	Organisational Analysis	Level 4	
	Organisational Design	Level 4	
	Partnership Management	Level 4	
	Performance Management	Level 4	
	Process Improvement and Optimisation	Level 4	
	Project Management	Level 4	

	Software Testing	Level 3	
	Solution Architecture	Level 4	
	Stakeholder Management	Level 4	
	Strategy Implementation	Level 3	
	System Integration	Level 4	
	Technical Sales Support	Level 3, Level 4	
	Test Planning	Level 3	
Programme Listing	For a list of Training Programmes available for the ICT sector, please visit: www.skillsfuture.sg/skills-framework/ict		

The information contained in this document serves as a guide.