

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – CHIEF INFORMATION OFFICER		
Sector	Infocomm Technology	
Track	Infrastructure/Software and Applications/Operations and Support	
Occupation	Chief Information Officer/Chief Technology Officer	
Job Role	Chief Information Officer	
Job Role Description	<p>The Chief Information Officer leads the IT function and provides strategic directions, solutions and policies to support business goals. He/She develops the information strategy and services to meet business requirements including training and upgrading of systems and/or technology knowledge and skills of all staff to improve productivity through information systems. He directs and promotes governance policies and standards in relation to security, quality, risk and project management. He leads important innovation initiatives and has ultimate accountability for the function. He provides the highest level of advice and recommendations to the heads of organisations or business units. He has the ability to leverage on new and innovative technology to develop strategic directions for the IT functions alignment with the organisation objectives.</p> <p>He is able to propose solutions and influence key stakeholders to drive commitment for initiatives across the organisation.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Establish information strategy	Establish the whole-of-enterprise IT vision and strategy
		Define the IT roadmap
		Build an IT landscape responsive to business changes
		Secure investments for IT initiatives to enable business operations
		Communicate the organisation's information strategy to partners, management, investors and employees
		Advise senior leaders on technology trends to influence the formulation of business strategy
		Establish systems that facilitate data analytics throughout the organisation
	Develop IT policies and standards	Establish organisation-wide IT policies and governance framework
		Establish plans for the off-shoring and outsourcing of IT service delivery
		Set direction for the development and maintenance of Service Level Agreements (SLAs), policies and standards
		Establish objectives and Key Performance Indicators (KPI) for the IT function
	Facilitate continuous improvement through technology	Endorse opportunities for automation and/or streamlining of IT processes
		Develop high-level strategy and guidelines for roll out of IT process changes and/or improvements
		Foster an environment conducive to innovation and technological change
		Foster IT awareness and savviness within the organisation
	Manage IT development and operation risk	Establish organisation wide risk assessment and management frameworks
		Review results from risk assessments for mitigation
		Guide risk management strategies, disaster recovery and business continuity efforts
		Advise policy reviews in line with evolving internal and external environments
	Manage stakeholders	Build strategic relationships and alliances with stakeholders to achieve common goals
		Manage internal and external stakeholders expectations
		Inspire stakeholders to pursue the organisation's technology vision

		Drive the organisation's technology alignment with business needs		
		Guide the dissemination of IT information throughout the organisation		
	Manage people and organisation	Review operational strategies, policies and targets across teams and projects		
		Develop strategies for resource planning and utilisation		
		Review the utilisation of resources		
		Oversee the development of learning roadmaps for teams and functions		
		Establish performance indicators to benchmark effectiveness of learning and development programmes against best practices		
		Implement succession planning initiatives for key management positions		
		Advise stakeholders toward reaching compromises and agreeing on expectations		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Budgeting	Level 6	Leadership	Advanced
	Business Continuity	Level 6	Developing People	Advanced
	Business Risk Management	Level 6	Creative Thinking	Advanced
	Business Performance Management	Level 5	Transdisciplinary Thinking	Advanced
	Cyber and Data Breach Incident Management	Level 6	Communication	Advanced
	Cyber Risk Management	Level 6		
	Disaster Recovery Management	Level 6		
	Enterprise Architecture	Level 6		
	Infrastructure Strategy	Level 6		
	IT Governance	Level 6		
	IT Standards	Level 6		
	IT Strategy	Level 6		
	Learning and Development	Level 6		
	Networking	Level 5		
	Organisational Analysis	Level 6		
	Organisational Design	Level 6		
	Partnership Management	Level 6		
	People and Performance Management	Level 5		
	Performance Management	Level 6		
	Stakeholder Management	Level 6		
	Strategy Planning	Level 6		
	Sustainability Management	Level 6		
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.