

		WORK FOR INFOCOMM TECHNOLOGY MAP – HEAD OF QUALITY & RISK				
Sector	Infocomm Technology					
Track	Product Development					
Sub-track	Quality, Risk and Security					
Occupation	Quality and Risk Specialist					
Job Role		Head of Quality & Risk				
Job Role Description	The Head of Quality & Risk is responsible for development a quality and risk assessment strategy that addresses all phases of product development, as well as governance frameworks for managing quality and test automation. He/She reviews quality and risk management policies and standards to ensure compliance with regulatory requirements and international standards. He defines the approaches and procedures in the identification, selection and assessment of quality and risk standards for adoption, documentation for test reporting and risk assessments, and review of quality and risk standards. He provides technical inputs on approaches and conduct of quality testing and risk assessments and recommend solutions to resolve significant quality lapses and potential risks that may emerge. He also reviews quality test reports, risk assessments and outcomes to approve product. He works in a team setting and is proficient in programming languages required by the organisation. He is familiar with international quality and risk management standards and processes, as well as applicable test automation tools. The Head of Quality & Risk manages the quality of and risk in infocomm technology products from end to end and is able to readily integrate and apply knowledge from multiple disciplines. He develops innovative and effective solutions to issues encountered, communicate his plans and advice in a clear and compelling manner that inspires action.					
	Critical Work Functions	Key Tasks				
Critical Work Functions and Key Tasks	Manage the organisation's quality and risk strategy	Formulate quality and risk strategies to address all phases of product development Develop governance frameworks for managing quality, risk assessments and test automation Review quality and risk management policies and standards to ensure compliance with regulatory requirements and international standards Drive the application of new technologies, compliance, and security standards Act as the organisation's advocate for quality, risk management and excellence Anticipate new quality tests required and potential risk areas based on organisational strategy and product development trends Develop roadmaps for the implementation of Agile methodologies and practices in a quality testing and risk assessment functions respectively				
	Develop quality standards and risk framework	Define the approach and procedures in the identification, selection and assessment of quality standards and risks assessment framework for implementation Advise on the selection of quality standards and risk guidelines to ensure quality of outputs and potential risks being mitigated at each stage of the process Align quality and risk assessment standards with best practices, industry standards and organisational goals Establish processes and mechanisms for inspecting and reporting quality and risk issues Develop policies and procedures for documentation of end-user experience Formulate the approach to enhance organisational quality standards and risk framework				



Oversee the execution of risk assessment and quality assurance testing including end-user experience tests experience tests. Provide technical inputs on approaches and conduct of quality testing and risk assessment. Perform quality testing and mitigate potential risks. Defermine the selection of the development of higher quality and risk standards. Evaluate outcomes of quality test reports and risk assessments to the development of automated test cases and codes for applicable types of quality tests. Develop guadelines on the selection of quality tests and risk assessments. Develop guadelines on the selection of quality tests and risk assessments. Develop guadelines on the selection of quality tests and risk assessments. Develop guadelines on the selection of quality tests and risk assessments. Develop guadelines on the selection of quality sest and risk assessment processive. Develop guatelines on the selection of quality and quality assurance testing and risk assessment processive. Develop guatelines on the selection of quality assurance testing and risk assessment processive. Endorse improvements to quality and quality assurance testing and risk assessment processive. Endorse improvements of quality and quality assurance testing and risk assessment processive. Establish quality improvement programs and risk mitigation programs to development programs and risk in processes. Establish quality improvement resigns and risk in processes. Secure buy-in for new investments in quality and quality assurance testing and risk assessment resting tools or enhance testing performance resident and processes. Establish performance intesting tools or enhance testing performance and resonablish of the quality testing and risk assessment programs. The quality restricts and risk assessment programmes against best practices. Technical Skills and Competencies Federal Representation of the development of learning roadmaps for teams and functions in an Aglie environment. Emerging Technology Synthesis* Level 5 Problem			Lead the implementation of quality and quality assurance testing and risk assessment frameworks, procedures, test infrastructure and tools					
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Quality Standards*		<u> </u>		Level 5				
Quality Standards* Level 6								
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	Product Risk Analytics*	Level 5		
	Risk and Crisis Management*	Level 5		
	Product Risk Assessment*	Level 6		
	Risk Compliance and Governance*	Level 6		
	Software Testing*	Level 4		
	Stakeholder Management*	Level 5		
	Strategy Planning*	Level 6		
	Systems Thinking*	Level 5		
	Agile Software Development	Level 5		
	Al Ethics and Governance	Level 5		
	Applications Development	Level 5		
	Budgeting	Level 5		
	Business Agility	Level 5		
	Business Continuity	Level 6		
	Business Needs Analysis	Level 5		
	Business Performance Management	Level 5		
	Business Requirements Mapping	Level 5		
	Data Analytics	Level 5		
	Data Ethics			
	Data Governance	Level 5		
	Manpower Planning	Level 5		
	Networking	Level 5		
	Process Validation	Level 5		
		Level 5		
	Project Management	Level 5		
	Project Management	Level 5		
	Software Design	Level 5		
	Test Planning	Level 5		
Programme Listing	For a list of Training Programmes availa framework/ict	able for the ICT se	ctor, please visit: www.skillsfutu	re.sg/skills-

The information contained in this document serves as a guide.

^{*}Note: Technical Skills and Competencies (TSCs) with an asterisk (*) refer to Priority Skills (i.e., TSCs to be prioritised for this role).