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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE BUSINESS ANALYST** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Strategy and Governance | | | | | |
| **Sub-track** | Enterprise Architecture | | | | | |
| **Occupation** | Business Analyst | | | | | |
| **Job Role** | **Associate Business Analyst** | | | | | |
| **Job Role Description** | The Associate Business Analyst assists in the identification and analysis of business requirements and systems specifications. He/She conducts feasibility studies and analysis on the risk and benefits of proposed solutions. He analyses systems and processes to identify enhancement opportunities to resolve system gaps, evaluates the ability of an existing system to support proposed changes, and identifies systems deficiencies and performance gaps. He assists with translating business requirements into functional specifications, and documents specifications and interfaces between legacy and new systems, and systems enhancements and detailed specifications. He supports users on change control and systems updates and User Acceptance Testing and integration testing in accordance with the implementation plan.  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.  The Associate Business Analyst possesses an analytical mind, and is able to see interlinkages with system solutions and usability. He adopts a systematic approach in handling ambiguous or complex issues, and actively discusses his perspectives to arrive at effective solutions. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| **Identify business needs, systems and requirements** | Assist in identifying business needs and system requirements | | | | |
| Assist in the in-depth analysis of the business requirements and systems specifications | | | | |
| Conduct feasibility studies on proposed solutions | | | | |
| Provide analysis to support the development of business cases | | | | |
| Support the preparation of proposals for modified or replacement systems | | | | |
| Conduct analysis on the risk and benefits for the proposed solutions | | | | |
| **Analyse systems and propose solutions** | Analyse systems and processes to identify enhancement opportunities to resolve system gaps | | | | |
| Evaluate the ability of an existing system to support proposed changes and identify systems deficiencies and performance gaps | | | | |
| Ensure proposed solutions and/or enhancements are aligned with user needs and requirements | | | | |
| Identify and conduct feasibility analysis of proposed solutions and/or enhancements to systems | | | | |
| Prepare proposals for proposed solutions and/or enhancements to systems | | | | |
| **Develop technical specifications** | Assist with translating business requirements into functional specifications | | | | |
| Document specifications and interfaces between legacy and new systems, and systems enhancements and detailed specifications | | | | |
| Act as the liaison between users and technical staff throughout the solution implementation cycle | | | | |
| **Manage the implementation of new solutions and/or enhancements** | Develop test plans and test cases | | | | |
| Support users on change control and systems updates and escalate issues to relevant team members for resolution | | | | |
| Document post-test evidence of expected results or defects | | | | |
| Coordinate training for new users | | | | |
| Prepare progress reports and training documents | | | | |
| Develop technical documentation of the design documents, coding documents and user manuals | | | | |
| Coordinate User Acceptance Testing (UAT) and integration testing in accordance with the implementation plan | | | | |
| Ensure adherence to project plan to ensure deliverables are completed on time and in accordance with user and system requirements | | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | |
| Business Environment Analysis | | Level 2 | Problem Solving | | Intermediate |
| Business Needs Analysis | | Level 2 | Lifelong Learning | | Intermediate |
| Business Requirements Mapping | | Level 3 | Transdisciplinary Thinking | | Intermediate |
| Change Management | | Level 3 | Virtual Collaboration | | Intermediate |
| Data Visualisation | | Level 3 | Decision Making | | Intermediate |
| Partnership Management | | Level 3 |  | | |
| Process Improvement and Optimisation | | Level 3 |
| Project Management | | Level 3 |
| Software Testing | | Level 2 |
| Stakeholder Management | | Level 3 |
| System Integration | | Level 3 |
| Technical Sales Support | | Level 2 |
| Test Planning | | Level 2 |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: www.skillsfuture.sg/skills-framework/ict | | | | | |
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| The information contained in this document serves as a guide. | | | | | | |