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| **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** | 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.  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 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. | | | | | |
| **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 | | Intermediate |
| Business Innovation | | Level 4 | Interpersonal Skills | | Intermediate |
| Business Needs Analysis | | Level 3, Level 4 | Leadership | | Advanced |
| Business Process Re-engineering | | Level 4 | Lifelong Learning | | Intermediate |
| Business Requirements Mapping | | Level 4 | Problem Solving | | Intermediate |
| 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 | | | | | |
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| The information contained in this document serves as a guide. | | | | | | |