|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – BUSINESS INTELLIGENCE DIRECTOR** | | | | | |
| **Sector** | Infocomm Technology | | | | |
| **Track** | Data and Artificial Intelligence | | | | |
| **Sub-track** | Business Intelligence | | | | |
| **Occupation** | Business Intelligence Professional | | | | |
| **Job Role** | **Business Intelligence Director** | | | | |
| **Job Role Description** | The Business Intelligence Director sets the strategy, vision and policy for managing the day-to-day strategic and tactical operations of the business intelligence (BI) teams. He/She holds responsibilities associated with historical data sourcing and preparation, data storage, reporting, analytics, data exploration and information delivery. He works with senior management to understand and prioritise data and information requirements. He is responsible for setting up the BI Strategy within the organisation. He oversees the development of testing methodology and criteria, standards, policies and procedures for the structure and attributes of the business intelligence tools and systems. He oversees budgeting and planning.  He manages a team and is proficient in the analytics tools and techniques required by the organisation. He is also familiar with the relevant software platforms on which the solution is deployed on.  The BI Director has the ability to adopt a broader perspective and display analytical thinking for BI solutions. He is able to influence key stakeholders and spearhead a data driven approach to resolve business issues. | | | | |
| **Critical Work Functions, Key Tasks and Performance Expectations** | **Critical Work Functions** | **Key Tasks** | | | **Performance Expectations** |
| **Set business intelligence (BI) strategy** | Outline the organisation's BI vision and strategy | | | In accordance with:     * Model AI Governance Framework * Personal Data Protection Act 2012 |
| Oversee ongoing development and operations of BI architecture | | |
| Establish approach for identifying business and information needs to enhance decision-making, polices and processes | | |
| Provide rationale, business cases and return on investment (ROI) models to get buy-in on the Business Intelligence investment | | |
| Provide thought leadership to stakeholders in determining which BI solutions will enable the enterprise to achieve defined business goals | | |
| **Define analysis process for BI** | Establish guidelines and criteria to direct historical data analytics, architecture, and technology | | |
| Advise on processes and procedures for gathering of operational data to examine past business performance | | |
| Set guidelines for appropriate structuring and enrichment of data | | |
| **Present insights** | Provide BI insight updates and tactical, actionable recommendations to senior leaders and clients | | |
| Determine key messages to communicate from analyses and oversee the creation of a narrative for storytelling | | |
| Define the structure and tools to be applied in conceptualisation, design and building of visual dashboards and graphs | | |
| **Establish BI standards and governance** | Develop standards, policies and procedures for the form, structure and attributes of the BI tools and systems | | |
| Create long-term data governance initiatives that serve to improve data quality across all systems over time | | |
| Provide guidance on best practices related to BI data governance | | |
| **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 programs against best practices | | |
| Implement succession planning initiatives for key management positions | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | |
| Budgeting | | Level 5 | Problem Solving | Advanced |
| Business Innovation | | Level 6 | Communication | Advanced |
| Business Needs Analysis | | Level 5 | Leadership | Intermediate |
| Business Performance Management | | Level 5 | Lifelong Learning | Advanced |
| Data Analytics | | Level 5 | Interpersonal Skills | Advanced |
| Data Ethics | | Level 5 |  | |
| Data Governance | | Level 5 |
| Data Visualisation | | Level 5 |
| Design Thinking Practice | | Level 5 |
| Learning and Development | | Level 5, Level 6 |
| Manpower Planning | | Level 5 |
| Networking | | Level 5 |
| People and Performance Management | | Level 5 |
| Project Management | | Level 5 |
| Stakeholder Management | | Level 5 |
| Strategy Implementation | | Level 4 |
| Strategy Planning | | Level 5 |
| **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. | | | | | |