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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – BUSINESS INTELLIGENCE MANAGER** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Data and Artificial Intelligence | | | | | |
| **Sub-Track** | Business Intelligence | | | | | |
| **Occupation** | Business Intelligence Professional | | | | | |
| **Job Role** | **Business Intelligence Manager** | | | | | |
| **Job Role Description** | The Business Intelligence Manager identifies and translates market opportunities into actionable recommendations for the organisation. He/She supervises professionals in gathering and analysing business intelligence (BI) data to help make informed business decisions. He manages the timely reporting of data analysis outcomes and effectively communicates findings, insights and recommendations to business leaders. He develops data and/or information quality metrics and researches new technology and develops business cases to support enterprise wide business intelligence solutions. He is responsible for developing guidelines on data insight reporting for the team. He is also responsible for managing BI-related projects from end to end.  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 Manager has a deep passion for analysing and resolving complex problems through a systematic approach. He displays an intellectual curiosity as well as the capability to engage with stakeholders to understand business issues. | | | | | |
| **Critical Work Functions, Key Tasks and Performance Expectations** | **Critical Work Functions** | **Key Tasks** | | | | **Performance Expectations** |
| **Identify business needs** | Evaluate business plans and priorities to guide the identification of information needs for decision-making | | | | In accordance with:     * Model AI Governance Framework * Personal Data Protection Act 2012 |
| Recommend types of data needed to measure performance, predict outcomes and make decisions | | | |
| Oversee the development of design and specification proposals including feasibility and functional studies | | | |
| Influence integration of data from across the enterprise to enhance information accessibility | | | |
| Create new BI service offerings | | | |
| **Prepare and analyse data** | Manage the problem definition and hypothesis formulation process | | | |
| Provide advice on the development of data analysis models based on project requirements | | | |
| Oversee data sourcing, acquisition, cleansing, integration, warehousing, exploration and delivery | | | |
| Provide guidance on validation methodology and criteria | | | |
| Define data and/or information quality metrics and lead data quality reviews | | | |
| Synthesise trends, patterns and correlations from analyses to formulate insights and actionable recommendations | | | |
| **Present insights** | Set the guidelines for the development of end user reports | | | |
| Develop narratives to communicate key messages from analyses through storytelling | | | |
| Advise the design of complex reporting and analytical solutions | | | |
| Develop roadmaps for optimising the BI analysis insights | | | |
| **Manage people and organisation** | Manage the budget expenditure and allocation across teams and projects | | | |
| Monitor and track the team’s achievements and key performance indicators | | | |
| Propose new operational plans, including targeted budgets, work allocations and staff forecasts | | | |
| Acquire, allocate and optimise the use of resources | | | |
| Develop learning roadmaps to support the professional development of the team | | | |
| Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | |
| Budgeting | | Level 4 | Communication | Intermediate | |
| Business Innovation | | Level 5 | Problem Solving | Intermediate | |
| Business Needs Analysis | | Level 5 | Sense Making | Intermediate | |
| Business Performance Management | | Level 4 | Transdisciplinary Thinking | Intermediate | |
| Data Analytics | | Level 4 | Creative Thinking | Intermediate | |
| Data Ethics | | Level 4 |  | | |
| Data Governance | | Level 4 |
| Data Visualisation | | Level 4 |
| Design Thinking Practice | | Level 4 |
| Learning and Development | | Level 4 |
| Manpower Planning | | Level 4 |
| Networking | | Level 4 |
| People and Performance Management | | Level 4 |
| Project Management | | Level 4 |
| Stakeholder Management | | Level 3, Level 4 |
| Strategy Implementation | | Level 3 |
| Strategy Planning | | Level 4 |
| **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. | | | | | | |