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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – CHIEF INFORMATION OFFICER** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Infrastructure/Software and Applications/Operations and Support | | | | | |
| **Occupation** | Chief Information Officer/Chief Technology Officer | | | | | |
| **Job Role** | **Chief Information Officer** | | | | | |
| **Job Role Description** | The Chief Information Officer leads the IT function and provides strategic directions, solutions and policies to support business goals. He/She develops the information strategy and services to meet business requirements including training and upgrading of systems and/or technology knowledge and skills of all staff to improve productivity through information systems. He directs and promotes governance policies and standards in relation to security, quality, risk and project management. He leads important innovation initiatives and has ultimate accountability for the function. He provides the highest level of advice and recommendations to the heads of organisations or business units. He has the ability to leverage on new and innovative technology to develop strategic directions for the IT functions alignment with the organisation objectives.  He is able to propose solutions and influence key stakeholders to drive commitment for initiatives across the organisation. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| Establish information strategy | Establish the whole-of-enterprise IT vision and strategy | | | | |
| Define the IT roadmap | | | | |
| Build an IT landscape responsive to business changes | | | | |
| Secure investments for IT initiatives to enable business operations | | | | |
| Communicate the organisation's information strategy to partners, management, investors and employees | | | | |
| Advise senior leaders on technology trends to influence the formulation of business strategy | | | | |
| Establish systems that facilitate data analytics throughout the organisation | | | | |
| Develop IT policies and standards | Establish organisation-wide IT policies and governance framework | | | | |
| Establish plans for the off-shoring and outsourcing of IT service delivery | | | | |
| Set direction for the development and maintenance of Service Level  Agreements (SLAs), policies and standards | | | | |
| Establish objectives and Key Performance Indicators (KPI) for the IT function | | | | |
| Facilitate continuous improvement through technology | Endorse opportunities for automation and/or streamlining of IT processes | | | | |
| Develop high-level strategy and guidelines for roll out of IT process changes and/or improvements | | | | |
| Foster an environment conducive to innovation and technological change | | | | |
| Foster IT awareness and savviness within the organisation | | | | |
| Manage IT development and operation risk | Establish organisation wide risk assessment and management frameworks | | | | |
| Review results from risk assessments for mitigation | | | | |
| Guide risk management strategies, disaster recovery and business continuity efforts | | | | |
| Advise policy reviews in line with evolving internal and external environments | | | | |
| Manage stakeholders | Build strategic relationships and alliances with stakeholders to achieve common goals | | | | |
| Manage internal and external stakeholders expectations | | | | |
| Inspire stakeholders to pursue the organisation's technology vision | | | | |
| Drive the organisation's technology alignment with business needs | | | | |
| Guide the dissemination of IT information throughout the organisation | | | | |
| 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 programmes against best practices | | | | |
| Implement succession planning initiatives for key management positions | | | | |
| Advise stakeholders toward reaching compromises and agreeing on expectations | | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | |
| Budgeting | | Level 6 | Leadership | | Advanced |
| Business Continuity | | Level 6 | Developing People | | Advanced |
| Business Risk Management | | Level 6 | Creative Thinking | | Advanced |
| Business Performance Management | | Level 5 | Transdisciplinary Thinking | | Advanced |
| Cyber and Data Breach Incident Management | | Level 6 | Communication | | Advanced |
| Cyber Risk Management | | Level 6 |  | | |
| Disaster Recovery Management | | Level 6 |
| Enterprise Architecture | | Level 6 |
| Infrastructure Strategy | | Level 6 |
| IT Governance | | Level 6 |
| IT Standards | | Level 6 |
| IT Strategy | | Level 6 |
| Learning and Development | | Level 6 |
| Networking | | Level 5 |
| Organisational Analysis | | Level 6 |
| Organisational Design | | Level 6 |
| Partnership Management | | Level 6 |
| People and Performance Management | | Level 5 |
| Performance Management | | Level 6 |
| Stakeholder Management | | Level 6 |
| Strategy Planning | | Level 6 |
| Sustainability Management | | Level 6 |
| **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. | | | | | | |