

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	<p>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.</p> <p>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.</p> <p>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.</p>		
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	<ul style="list-style-type: none"> • 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.