

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

The information contained in this document serves as a guide.