

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - DIGITAL TRANSFORMATION MANAGER				
Sector	Financial Services			
Track	Digital and Data Analytics			
Occupation	Digital Transformation Officer			
Job Role	Digital Transformation Manager			
Job Role Description	The Digital Transformation Manager leads the research and review of the newest digital technologies and their implications on the organisation. He/She works with business units to understand their requirements and drives implementation initiatives to enable the embedding of new technologies into projects. He also works with them to spread the digital agenda within their teams. He is knowledgeable about Agile so that he can be an Agile mentor to business managers.			
	The Digital Transformation Manager is forward thinking and able to motivate different stakeholders in order to drive changes in the organisation. He is able to manage different stakeholders from varying backgrounds, as well as demonstrate strong project management abilities. He has keen judgement and knowledge of new and emerging technologies and digital ways of working across various industries.			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Establish technical direction and digital architectural standards	Develop organisation's technical direction for digital transformation		
		Collaborate with Infocomm Technology (IT) team to determine budget for additional IT infrastructure if necessary		
		Recommend purchase of additional IT infrastructure to support implementation of digital transformation		
		Review standard procedures for digital transformation processes		
	Determine needs and requirements of technologies for business units	Review requirements of business units and shortlist digital technology solutions that support the achievement of their business directions and strategies		
		Assess accuracy of time, cost and value estimates for implementing digital technology solutions		
		Design implementation plans for digital technology solutions		
	Manage digital transformation projects	Translate business needs into IT language and vice versa		
		Confirm that output from digital technology solutions fulfils business unit's requirements		
		Present output from digital technology solutions to business managers for their review and feedback		
		Manage projects to ensure digital technology solutions are implemented in accordance with project parameters		
		Mitigate implementation risks by working with business managers and IT teams and/or solution vendors		
	Develop mastery of latest digital technologies	Conduct research on latest digital technologies in the market and analyse their impact on the financial services industry		
		Review reports on latest digital technologies for senior management		
		Assess potential competitive advantage that latest digital technologies can bring to the organisation		
		Connect with organisations that develop latest digital technologies to understand their businesses and technologies		
	Implement organisation mandate for digital thinking and adoption of Agile methodologies	Gain commitment for adoption of digital thinking and new ways of working across peer groups by engaging with middle managers		
		Manage and coach teams that uses Agile methodologies to run projects		
		Review frameworks for the types of projects that would be suitable to be run with the Agile methodologies		
Verify that Agile methodologies are followed correctly for relevant projects through review and assessment				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Benchmarking	Level 4	Digital Literacy	Advanced
	Business Environment Analysis	Level 5	Leadership	Intermediate
	Business Needs Analysis	Level 4	Transdisciplinary Thinking	Intermediate
	Business Planning	Level 5	Decision Making	Intermediate

Skills and Competencies	Change Management	Level 5	Resource Management	Intermediate
	Continuous Improvement Management	Level 5		
	Data Collection and Analysis	Level 5		
	Emerging Technology Synthesis	Level 5		
	Ethical Culture	Level 4		
	Information Technology Application Support and Monitoring	Level 4		
	Market Research and Analysis	Level 4		
	People Performance Management	Level 4		
	Product Design and Development	Level 5		
	Project Management	Level 5		
	Quality Assurance	Level 4		
	Scenario Planning and Analysis	Level 4		
	Standard Operating Procedures Development	Level 4		
	Technology Application	Level 4		
	User Experience Design	Level 4		
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services			

The information contained in this document serves as a guide.