

SKILLS FRAMEWORK FOR MEDIA		
SKILLS MAP - HEAD - TECHNOLOGY AND OPERATIONS		
Sector	Media	
Sub-sector	Film and Video, TV and Broadcast	
Track	Media Technology and Operations	
Sub-track	Linear Media Infrastructure, Linear Media Operations, Media Data Management, On-Demand Media Technology and Operations	
Occupation	Media Technology and Operations Professional	
Job Role	Head - Technology and Operations	
Job Role Description	<p>The Head - Technology and Operations contributes to the development of current and future media operations strategy, and delivers effective linear and non-linear engineering and operations by planning and leading the functioning of the teams. He/She ensures the procurement and provision of the required infrastructure to carry out media operations by driving the design, installation and maintenance of media infrastructure. He also leads the development of budgets and business continuity planning for media operations.</p> <p>The work involves functional management and budget management of the media technology and operations function, as well as managing internal and external stakeholders. He spends a significant amount of time in developing strategies and plans for media operations, including performance evaluation of media operations.</p> <p>He is an expert at planning and business leadership. He should be proficient in stakeholder management, communicating and influencing in order to align key stakeholders to his strategies and plans. He should also be comfortable in cross-functional collaboration. He is an expert in his domain and an authority on the emerging media landscape.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Plan media infrastructure and operations	Define media operations strategy, annual priorities and strategic performance metrics for media operations
		Set operational goals and define operational metrics to track performance of media operations
		Approve operational and capital budgets for media operations
		Guide the development of a prioritised infrastructure upgrade plan for the short and medium term
		Approve procurement of specific equipment and infrastructure upgrade projects, in alignment with the infrastructure upgrade plan
		Develop contingency plans and prepare equipment redundancies to minimise loss of service from technical failure
		Plan media operations processes in compliance with regulatory norms
	Manage media operations	Guide the design of infrastructure in a way that optimises reach, cost and quality
		Oversee architecture and design of entire digital platform to support the content strategy of the organisation
		Serve as the final point of escalation of media operations issues
		Oversee budgetary adherence for operations and infrastructure teams
		Evaluate proposed projects from technical and commercial perspective before approval
		Oversee the implementation of major capital projects by doing periodic reviews
	Improve performance of media operations	Evaluate performance of media operations using analysis of key metrics
		Lead review of major breakdowns that may adversely affect the performance of media operations
		Identify ways to improve media operations by collaborating with key internal business stakeholders
		Review performance of media infrastructure projects by reviewing project metrics
		Drive the development of automated processes to improve the efficiency of media operations
	Manage teams and/or departments	Define common goals, direction and accountability among staff
Define staff development strategies by coaching, mentoring and engaging in career discussions		
Define effective performance management practices within department in accordance with organisational policies and procedures		
Oversee budgets, forecasting, work allocations and staffing of the various departments		

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)			
	Skills and Competencies	Application Development	Level 5	Leadership	Advanced	
Broadcast Infrastructure Design		Level 5	Decision Making	Advanced		
Broadcast Infrastructure Installation		Level 5	Communication	Advanced		
Broadcast Infrastructure Maintenance		Level 5	Resource Management	Advanced		
Content Delivery Network Operations		Level 5	Developing People	Intermediate		
Content Ingest Operations		Level 5				
Contract and Vendor Management		Level 4				
Emergency Response Management		Level 5				
Master Control Room Operations		Level 5				
Media Content Cataloguing		Level 4				
Media Data Management		Level 2				
Network Administration and Maintenance		Level 4				
Network Configuration		Level 4				
Programme Listing						
For a list of Training Programmes available for the Media sector, please visit: www.skillsfuture.sg/skills-framework/Media						

The information contained in this document serves as a guide.