The IT Business Solutions Manager/Digital Services Manager is responsible for managing business development processes and implementing logistics IT business solutions for customers, including managing post implementation optimisation. He/She is also responsible for managing IT solutioning business resources, including manpower, internal assets and external vendors.

Resourceful and analytical, he is required to manage resources and obtain buy-in from internal and external stakeholders. He is also expected to lead a department and make business decisions independently.

### Critical Work Functions

#### Drive Business Administration Operations
- Influence stakeholders' perspectives of requirements and activities
- Review allocation of resources across different business activities
- Align resources management (manpower and asset) strategies with business strategies across different business activities
- Manage operational policies, standards and procedures
- Develop alternatives to enhance operational policies, standards and procedures
- Develop risk mitigation plans

#### Drive IT Technical Operations
- Integrate new enabled IT processes and systems across functions
- Manage network security of IT enabled processes and systems
- Manage integrated IT solutions through cost-benefit analysis to serve complex customer needs
- Review customers' IT enterprise architectures to further improve system integration

#### Drive IT Account Management Operations
- Develop new businesses enabled by IT
- Influence customers to identify new businesses that can be enabled by IT
- Influence key account managers to identify new businesses and grow relationships that assist in revenue generation in multiple verticals
- Drive market needs for IT solutions to increase market share

#### Drive Programme Management Activities
- Lead team/departmental projects
- Review different aspects of project management based on priorities and needs
- Develop strategic project plans to align projects with business strategy
- Review projects to meet cost and benefit targets of a programme
- Evaluate programmes to influence bottom line of organisation

#### Drive Technology Application and Integration Activities
- Determine key messages to communicate to internal stakeholders for application of latest technology trends
- Drive organisational discussions on adoption of the latest technology innovations
- Facilitate interactions between internal and external partners to design technology projects
- Facilitate interactions between internal and external partners to implement technology projects
- Drive the successful completion of technology projects
- Develop technology solutions and automations to improve processes
- Review areas in logistics operations where technology can enhance processes
- Integrate technology solutions and automations to replace inefficient processes

### Critical Work Functions and Key Tasks / Performance Expectations

### Technical Skills and Competencies

#### Business Continuity Management
- Level 4

#### Business Development
- Level 5

#### Change Management
- Level 5

#### Cloud Computing Application
- Level 5

#### E-Logistics IT Solutioning
- Level 5

#### Financial Management
- Level 4

#### Information Technology and Network Security
- Level 5

#### Integrated System Design and Application
- Level 5

#### Logistics Solution Design Thinking
- Level 5

#### Logistics Solution Basics
- Level 5

#### Market Research
- Level 5

#### Risk Management and Administration
- Level 5

#### Stakeholder Management
- Level 5

#### Strategic Service Excellence
- Level 5

#### Strategy Implementation
- Level 5

#### Technology Infrastructure Management and Integration
- Level 5

#### Communication
- Advanced

#### Leadership
- Advanced

#### Managing Diversity
- Advanced

#### Problem Solving
- Advanced

#### Resource Management
- Advanced

The information contained in this document serves as a guide.

For a list of Training Programmes available for the Logistics sector, please visit: [www.skillsfuture.sg/skills-framework/logistics](http://www.skillsfuture.sg/skills-framework/logistics)

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