





## Digital transformation manager

### Proficiency level

-  New Gen AI skills
-  Transferrable skills at the same proficiency level
-  New skills
-  Transferrable skills at a higher proficiency level<sup>1</sup>

<b>Skills Framework track</b>	Digital and data analytics	<b>Job function</b>	Engineering and tech.	<b>Job family</b>	Digital transformation
<b>Sub-sectors</b>	Retail banking, corporate banking, investment banking, private banking and wealth management, asset management, insurance	<b>Expected augmentation by Gen AI</b>	<b>Do more:</b> Gen AI could automate the analysis and short-list digital technology solutions based on business requirements, generate tailored presentations and reports for business managers, and translate complex business needs into IT specifications. Gen AI tools can also synthesize research on emerging digital technologies and their resulting industry impact, which can improve decision-making, efficiency, and strategic alignment		

### Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Determine needs and requirements of technologies for business units	Review requirements of business units and short-list digital technology solutions that support the achievement of their business directions and strategies
Manage digital transformation projects	Present output from digital technology solutions to business managers for their review and feedback Confirm that output from digital technology solutions fulfils business unit's requirements Translate business needs into IT language and vice versa
Develop mastery of latest digital technologies	Review reports on latest digital technologies for senior management Conduct research on latest digital technologies in the market and analyze their impact on the financial services industry
Establish technical direction and digital architectural standards	Review standard procedures for digital transformation processes

### New Gen AI skills

Prompt design	3
Gen AI principles and applications	3
Ethical and responsible Gen AI adoption	3

### Potential next-seniority level (Head of digital transformation) skills to acquire

Taxonomy application	4	Market research and analysis	5	Quality assurance	5
Sustainability risk management	4	Benchmarking	5	Scenario planning and analysis	5
Business needs analysis	5	Business planning	6	Standard operating procedures development	5
Continuous improvement management	6	Change management	6	Technology application	5
Ethical culture	5	Data collection and analysis	6	User experience design	5
Project management	6	Information technology application support and monitoring	5	Product performance management	6
Emerging technology synthesis	6	People performance management	5		
Business environment analysis	6	Product design and development	6		

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.

Source: SkillsFuture Skills Framework