Quality Assurance Engineer/ Quality Engineer/ Quality Assurance Manager/ Quality Manager/ Head of Quality

HIGH

KEY TRENDS

AI & Analytics

Evolving IT Ecosystem

IN 3-5 YEARS

These roles may not remain as a standalone function. Instead, the job tasks are being subsumed within developers' scope in each project delivery team. AI and RPA can be heavily leveraged to execute QA tests, enabling developers to better focus on coding/ script writing.

FUTURE TASK-LEVEL VIEW

- AI and Analytics can perform quality assurance tests by monitoring testing and identifying new bugs or defects which are introduced during the exploration phase. This helps job holders save time on results analysis as AI will be able to sort through the log files, scan the codes, and detect errors within seconds

- In some cases, job holders can expect their job tasks to be subsumed within the development functions of each project delivery team

- AI and Analytics can help uncover weak spots in quality testing processes such as identifying redundant test cases that are not linked to product requirements. This helps job holders to maximize accuracy and coverage of testing

POSSIBLE JOBS TO MOVE INTO

For Quality Assurance Engineer/Quality Engineer

- IT Auditor (Easy)
- Business Analyst (Moderate)
- Project Manager / Scrum Master (Moderate)

For Quality Assurance Manager/Quality Manager/Head of Quality

- IT Audit Manager/Head of IT Audit (Moderate)
- Program Manager/Program Director (Challenging)
- Software Engineering Manager/Head of Software Engineering (Challenging)

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Possible job roles to move into for:
Quality Assurance Engineer/Quality Engineer

POSSIBLE MOBILITY OPPORTUNITIES		
IT Auditor EASY	**Technical Support Operator** MODERATE	**Project Manager / Scrum Master** MODERATE
RATIONALE		
▪ Job holders can leverage their skills in **process improvement** and **quality standards** to transit into this role. They would be able to grasp the objectives and processes of auditing given their QA/ Quality experience.	▪ Job holders can leverage his/her **experience in understanding business needs and identifying user requirements** and expectations to transit into this role.	▪ Job holders can leverage their **process improvement** and **project management** skills to transit into this role. This is especially applicable for those who are strong in managing processes and projects.
TOP SKILLS MATCH		
▪ Budgeting	▪ Business Needs Analysis	▪ Business Needs Analysis
▪ Partnership Management	▪ Networking	▪ Process Improvement and Optimisation
▪ Process Improvement and Optimisation	▪ Partnership Management	▪ Project Management
▪ Quality Standards	▪ Test Planning	
TOP SKILLS GAP		
▪ Audit and Compliance	▪ Business Innovation	▪ Agile Coaching
▪ Business Risk Management	▪ Design Thinking Practice	▪ Business Requirements Mapping
▪ Data Analysis	▪ Project Management	▪ Change Management
▪ IT Standards	▪ Organisational Analysis	▪ Contract Management
		▪ Solution Architecture

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Possible job roles to move into for:
Quality Assurance Manager/Quality Manager/Head of Quality

POSSIBLE MOBILITY OPPORTUNITIES	
IT Audit Manager / Head of IT Audit MODERATE	**Program Manager / Program Director** CHALLENGING

RATIONALE

- Both IT audit and Quality Management share similar functions in **checking for compliance with processes and standards**. However, the transition becomes more challenging at a more senior level as they would require higher levels of technical competencies.

- Job holders can leverage **process improvement and project management** skills to transit into this role. However, the transition becomes more challenging at a more senior level as they would require higher levels of technical competencies.

TOP SKILLS MATCH

- Business Performance Management
- Partnership Management
- Process Improvement and Optimisation
- Quality Standards

- Agile Coaching^
- Business Needs Analysis*
- Partnership Management

- Process Improvement and Optimisation
- Project Management

TOP SKILLS GAP

- Audit and Compliance
- Data Analysis
- Data Governance
- IT Governance

- IT Standards
- IT Strategy
- Security Governance

- Agile Coaching*
- Business Innovation
- Business Process Re-engineering^
- Contract Management
- Data Visualisation

- Design Thinking Practice
- Organisational Analysis
- Portfolio Management

*Skills match/gap for Program Manager Roles

^Skills match/gap for Program Director roles

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Possible job roles to move into for:
Quality Assurance Manager/Quality Manager/Head of Quality

POSSIBLE MOBILITY OPPORTUNITIES

Software Engineering Manager /Head of Software Engineering

CHALLENGING

RATIONALE

- Job holders can leverage their **programming (e.g. Java) skills** to transit into this role. However, the transition becomes more challenging when it takes place at a more senior level as the more senior positions would require a higher level of technical competencies, with additional skills required in enterprise architecture and IT strategy

TOP SKILLS MATCH

Software Engineering Manager

- Applications Development
- Quality Standards
- Software Design
- Software Testing

Head Of Software Engineering

- Agile Software Development
- Product Management
- Quality Standards

TOP SKILLS GAP

Software Engineering Manager

- Applications Integration
- Applications Support and Enhancement
- Business Negotiation
- Product Management
- Project Feasibility Assessment
- Vendor Management

Head Of Software Engineering

- Applications Integration
- Business Innovation
- Emerging Technology Synthesis
- Enterprise Architecture
- IT Strategy
- Solution Architecture
- Strategy Implementation

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