



**INDUSTRY SKILLS FRAMEWORK:  
DIGITAL GLOBAL BUSINESS  
SERVICES (DIGITAL GBS)**



# DIGITAL GLOBAL BUSINESS SERVICES

GBS is an abbreviation for shared services and outsourcing-enabled operating model. This is an important focus for Malaysia, especially as one of our key initiatives is to strengthen our country's position as an ideal location for digital services.

Malaysia, home to over 600 Global Business Services (GBS) companies, has proven its mettle in rising to the challenge of transitioning organisations into remote working arrangements.

For example, contact centres – one of the main components of the nation's GBS industry, have moved from business as usual to work-from-home mode within a short span of time.

Now, GBS is fast-becoming a value adding partner to the business by offering insights based on thorough understanding of services delivered, optimised by digital technology such as automation and data analytics.

## GBS - BPO CAREER PATHWAYS

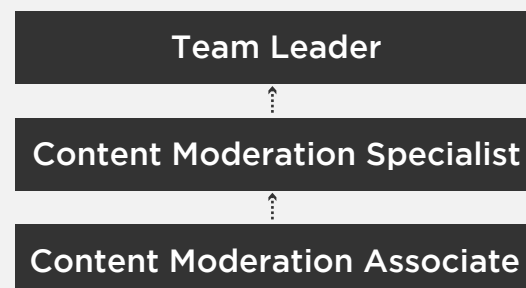
Global Business Outsourcing (GBS) - Business Process Outsourcing (BPO)

**NOTE :** Career pathways in Digital GBS is unique in the sense that talents are able to move across various roles & functions easily.





## Career Pathway



## Job Description

- Responsible for user-generated content submitted to an online platform.
- The content moderator's job is to make sure that items are placed in the right category, are free from scams, doesn't include any illegal items, and much more.
- Understanding client policies and guidelines, and making decisions based on them.
- Reviewing user reports regarding website content.
- Liaising effectively with other internal and client teams.
- Communicating with customers through various relevant & appropriate channels (e.g. social media, telephone, email, etc).

## Competencies

- Content Focus
- Quality Focus
- Accountability
- Problem Solving
- Positive Attitude
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- Content software
- Audio, chatbot, video
- Shared project management
- Internal communication tool
- Content assessment tool
- Customer service reporting
- Self-service knowledge base for FAQs & onboarding

## Soft Skills

- Sound Communication
- Creative Thinking
- Problem Solving
- Teamwork
- Critical Thinking
- Active Listening

## Essentials/Core Skills

- Patience
- Integrity
- Curiosity
- Speed
- Accuracy
- Clear Communication
- Taking Responsibility
- Patience
- Ability to Use Positive Language
- Effective Listening Attentiveness

## Common Certifications

- BCI Certified Customer Interaction Professional (CCIP)
- Certified Customer Interaction Specialist (CCIS)



## Job Description

- Answer incoming phone calls and provide support to callers.
- Maintaining a positive, empathetic and professional attitude towards customers at all times.
- Handling customer enquiries and feedback for further action.
- Communicating with customers through various relevant & appropriate channels (e.g. social media, telephone, email, etc).
- Acknowledging and resolving customer issues by acquiring sufficient product knowledge.
- Direct customer enquiries to the relevant departments.

## Competencies

- Customer Focus
- Quality Focus
- Accountability
- Problem Solving
- Positive Attitude
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- Help desk software
- Phones, chatbot, video
- Shared project management
- Internal communication tool
- Customer assessment tool
- Customer service reporting
- Self-service knowledge base for FAQs & onboarding

## Soft Skills

- Sound Communication
- Creative Thinking
- Problem Solving
- Teamwork
- Critical Thinking
- Active Listening

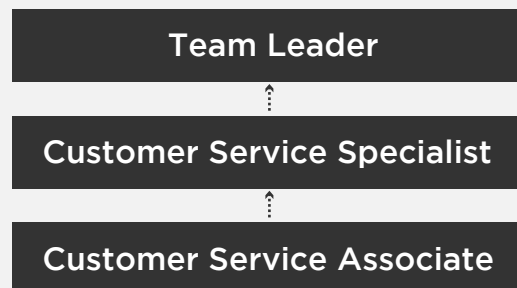
## Essentials/Core Skills

- Persuasive Speaking
- Empathy
- Adaptability
- Conflict Resolution
- Self-control
- Clear Communication
- Taking Responsibility
- Patience
- Ability to Use Positive Language
- Effective Listening Attentiveness

## Common Certifications

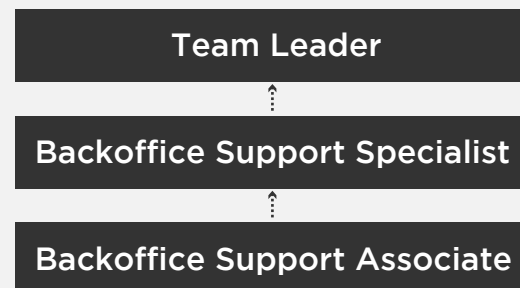
- BCI Certified Customer Interaction Professional (CCIP)
- Certified Customer Interaction Specialist (CCIS)

## Career Pathway





## Career Pathway



## Job Description

- Gathering and processing data.
- Performing basic admin duties e.g. printing, sending emails, documentation etc.
- Assisting and coordinating with other teams.
- Organising meetings.
- Assisting and supporting management.

## Competencies

- Excellent Organiser
- Detailed Oriented
- Process Driven
- Ability to Follow Instruction
- Team Player
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- NetSuite ERP
- Sage ERP
- Microsoft Dynamic365
- Odoo
- ERPNext

## Soft Skills

- Communication
- Critical Thinking
- Time Management
- Structured Processing
- Teamwork
- Detail-oriented

## Essentials/Core Skills

- Computer Literacy
- Organisational Skills
- Verbal & Written Communication

## Common Certifications

- BCI Certified Backoffice Services Associate (CBSA)
- BCI Certified Backoffice Services Specialist (CBSS)



## Career Pathway



## Job Description

- Provide accounting and clerical assistance to the accounting/finance department.
- Prepare and maintaining accounting documents and records.
- Reconcile accounts in a timely manner.
- Enter key data of financial transactions in database.
- Prepare bank deposits, general ledger postings & statements.
- Track & restore accounting or documentation problems and discrepancies.
- Function in accordance with established standards, procedures & applicable law.

## Competencies

- Computer Skills
- Book Keeping
- Accounting & Auditing
- Indepth Knowledge in Accounting & ERP Software
- Knowledge of US General Accepted Accounting Practices (GAAP)/ IFRS
- Familiar with General Ledger, Payroll Accounting and Tax Accounting
- Good Analytical Skills
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- Microsoft Excel
- Sage Accounting
- Wagepoint
- Data Analytics

## Soft Skills

- Communication
- Creative Thinking
- Problem Solving
- Organisation & Attention to Details
- Active Listening
- Work Ethic
- Integrity
- Understanding Customer Behaviour

## Essentials/Core Skills

- Detail-oriented
- Math/Accounting

## Common Certifications

- BCI Certified F&A Process Associate (CFPA)
- BCI Certified F&A Process Specialist (CFPS)
- IAOP Certified Outsourcing Specialist - Finance & Accounting



## Job Description **TRANSACTIONAL FINANCE**

Develop, manage and execute Procure to Pay, Order to Cash, Record to Report, and Master Data Management processes for the organisation.

### NOTES:

- Procure to Pay includes supplier invoice and staff claims processing & payment.
- Order to Cash includes billing, collection & credit control.
- Record to Report includes transactional General Ledger management, inventory, fixed assets, intercompany and month-end closing process and reporting.

### Competencies

- Transactional Finance: Procure to Pay
- Transactional Finance: Order to Cash
- Transactional Finance: Record to Report
- Transactional Finance: Master Data Governance
- Service Management
- Risk Management
- Financial Reporting Standards (FRS)
- Taxation
- Enterprise Resource Planning (ERP)
- Digital Technology Savviness
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

### Commonly Used Tools/New Tech

- ERPs: SAP, Oracle, Microsoft Dynamics
- Uipath, BluePrism, Automation Anywhere
- Optical Character Recognition
- Business Process Management
- Financial Consolidation & Reporting
- Digital Operations Management

### Soft Skills

- Problem Solving & Critical Thinking
- Meeting Management
- Communication & Engagement
- Coaching & Mentoring
- Customer Focus
- Team Leadership
- Growth Mindset

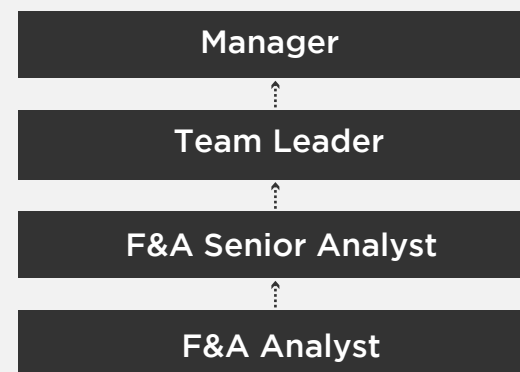
### Essentials/Core Skills

- Transactional Finance
- Service Management
- ERP (Enterprise Resource Planning)
- Digital Technology Savviness

### Common Certifications

- Hackett GBS Certificate, Diploma
- ACCA GBS Certificate, Diploma

### Career Pathway





## Career Pathway



## Job Description FINANCE CENTRE OF EXCELLENCE

- Formulate standards and governance model, redefine existing ways of working to improve efficiency & effectiveness for end-to-end processes.
- Drive transformation projects and digital adoption.
- Understand industry trends/best practices and drive roadmap towards Best In Class.

## Competencies

- Global Process Ownership: Procure to Pay
- Global Process Ownership: Order to Cash
- Global Process Ownership: Record to Report
- Global Process Ownership: Service Management
- Data Standards and Governance
- Compliance & Controls
- Treasury
- Indirect & Corporate Tax
- Predictive Analytics
- Robotics Process Automaton (RPA)
- Visualisation
- Business Case & Return On Investment
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- Power Bi, Tableau, QlikSense
- Alteryx
- Tax Reporting Tool
- Benchmarking/Assessment Tool

## Soft Skills

- Complex Problem Solving
- Big Picture and Design Thinking
- Communication & Engagement
- Curiosity & Thrive in the Unknown
- Growth Mindset

## Essentials/Core Skills

- Global Process Ownership
- Robotics Process Automaton (RPA)
- Predictive Analytics
- Visualisation

## Common Certifications

- Hackett GBS Advanced Diploma
- ACCA GBS Advanced Diploma





## Job Description VALUE ADD FINANCE

- Utilise finance knowledge to drive value for the business via Finance Controllership Business Partnering and FP&A.
- Execute transformation and digital adoption projects.

### Competencies

- Financial Planning & Analysis (FP&A)
- Working Capital Management
- Costing
- Finance Controllership
- Business Partnering
- Business Relationship Management
- Project & Transition Management
- Change Management
- Continuous Improvement
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

### Commonly Used Tools/New Tech

- ERPs: SAP, Oracle, Microsoft Dynamics
- Uipath, BluePrism, Automation Anywhere
- Business Process Management

### Soft Skills

- Problem Solving & Critical Thinking
- Meeting Management
- Communication & Engagement
- Coaching & Mentoring
- Customer Focus
- Team Leadership
- Growth Mindset

### Essentials/Core Skills

- Finance Controllership
- Business Partnering
- Change Management
- Financial Planning & Analysis (FP&A)

### Common Certifications

- Hackett GBS Diploma & Advanced Diploma
- ACCA GBS Diploma & Advanced Diploma

### Career Pathway





## Job Description **STRATEGIC FINANCE**

- Support strategic business decision via financial analysis.

### Competencies

- Business Valuation
- Pricing Analysis
- Predictive Analytics
- Visualisation
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

### Soft Skills

- Negotiation Skills

### Essentials/Core Skills

- Predictive Analytics
- Visualisation

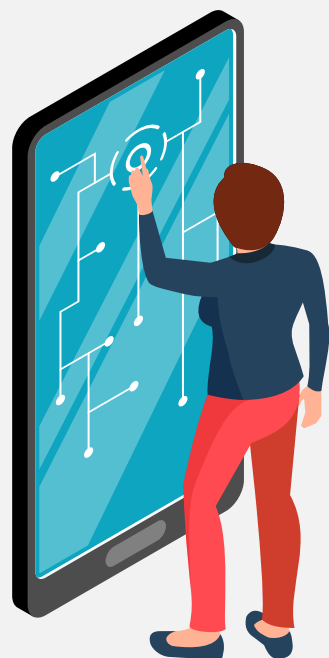
### Career Pathway

Manager

# TECHNICAL SUPPORT ASSOCIATE / SPECIALIST

NOTE : Other commonly used terms - IT Helpdesk

Industry: BPO/GBS



## Career Pathway

Team Leader



Tech Support Specialist



Tech Support Associate

## Job Description

- Try to diagnose tech issues and ways to fix various problems.
- Raise ticket for problems that cannot be resolved and escalate to the relevant team.
- Database maintenance.
- Maintain log call according to time and date.
- Handle enquiries made through chatbot, phone, chat and emails.
- First level user training for application.

## Competencies

- Hardware & Software Installations
- Components Replacements
- Knowledge of Operating Systems
- Applications Software
- Troubleshooting
- Data Communications
- Technical Writing
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- Livechat
- Freshdesk
- Avatier
- Zoho
- Virtual Box
- Ultimate Bootcd
- Gedit
- Bugzilla
- Osticket
- Userveice
- Terminals
- Microsoft RDCMan
- Evernote

## Soft Skills

- Communication
- Creative & Critical Thinking
- Problem Solving
- Teamwork
- Stakeholder Management
- Report Writing
- Active Listening

## Essentials/Core Skills

- Flexibility
- Basic Coding, Scripting & Programming
- Java & Java Script
- Python
- Microsoft SQL Server
- Operating System
- Phone Etiquette

## Common Certifications

- BCI Certified Technical Support Associate (CTSA)
- BCI Certified Technical Support Specialist (CTSS)
- CompTIA A+
- ITIL Foundation
- Microsoft Certified Solutions Associate



## Job Description

- Communicate personnel policies.
- Compile employee report.
- Assist in arranging training activities.
- Update database with new hires' data.
- Prepare documentations including employee files, payroll processing, records, etc.
- Communicate updates to superiors.
- Assist in administering employees benefit programmes and activities.
- Manage talent acquisition process.

## Competencies

- Sound Administrator
- Proactivity
- Language Skills
- Analytical Driven
- Reporting Skills
- Detail-oriented
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- Kissflow HR Cloud
- Zoho People
- iCIMS Talent Acquisition
- Breezy HR
- ADP

## Soft Skills

- Effective Communication
- Creative Thinking
- Problem Solving
- Critical Thinking
- Analytical
- Team Player
- Business Writing Skills

## Essentials/Core Skills

- Ethical Approach
- Business Savvy
- Company Culture
- Effective Communication
- Relationship Building

## Common Certifications

- HRCI - Associate Professional in Human Resources
- HRCI - Professional in Human Resources
- IAOP Certified Outsourcing Specialist - Human Resources

## Career Pathway





## Career Pathway



## Job Description

- Contributing to the development of marketing strategies.
- Conducting marketing research on rival products or services.
- Designing and implementing marketing plans for company products or services.
- Answering client queries about product or services.
- Maintaining client relations.
- Tracking sales data to ensure target achievement.
- Making cold calls and attending networking session to establish leads.

## Competencies

- Prospecting
- Upselling
- Time management
- Accountable
- Build Rapport
- Drive Buying Decisions
- Sell Benefits / Value
- Negotiation Skills
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc (where required)

## Commonly Used Tools/New Tech

- CRM Software
- Sales Intelligence
- Zoom / MS Teams
- Sales Analytics Software
- Account-based Marketing Software
- Marketing Automation Software
- Microsoft Excel

## Soft Skills

- Communication
- Creative Thinking
- Problem Solving
- Negotiation Skills
- Teamwork
- Stakeholder Management
- Business Writing / Proposal Writing Skills
- Analytical
- Persuasion Skills

## Essentials/Core Skills

- Familiar with Systems & Processes
- Sales - prospect, managing pipeline and closing deals
- People

## Common Certifications

- IAOP Certified Outsourcing Specialist - Sales & Marketing

# PROCUREMENT ASSOCIATE / SPECIALIST

NOTE : Other terms used for Procurement - Purchasing, Sourcing, or Strategic Sourcing

Industry: BPO/GBS



## Career Pathway



## Job Description

- Determining supply needs and researching potential suppliers.
- Acting as a liaison and communicating pricing and performance needs to vendors and suppliers (internal & external).
- Documenting the features and benefits of products and services.
- Negotiating favourable procurement contracts aligned with organisation's policies.
- Preparing cost-benefit analysis reports for review and approval.
- Documenting processes and generating monthly supply cost reports.
- Keeping abreast of vendor and supplier-related activities in the GBS/BPO industry.

## Competencies

- Tactical Purchasing
- Analysis & Spreadsheet
- Contract Law & Governance
- Negotiation Skills
- Purchasing Best Practices
- Knowledge of ERP Systems
- Sourcing
- Language competencies (written and spoken) in Japanese, Korean, Thai, Vietnamese, Bahasa Indonesia, Arabic, Hindi, Tamil, etc. (where required)

## Commonly Used Tools/New Tech

- Precoro - Purchasing Control
- Promena e-Sourcing - RFQs
- TradeGecko - Inventory
- Orderhive - e-commerce Business
- Oracle Procurement Cloud - ERP
- Spendesk - Spend Management
- PurchaseControl - Spend Management
- Gatekeeper - Vendor Management
- SAP - ERP

## Soft Skills

- Communication Skills (presentation, proposal writing, persuasion)
- Business Ethics
- Stakeholder Management
- Critical Thinking
- Decision Making
- Team Player
- Analytical Skills (Critical Thinking, Problem Solving, Continuous Improvement)

## Essentials/Core Skills

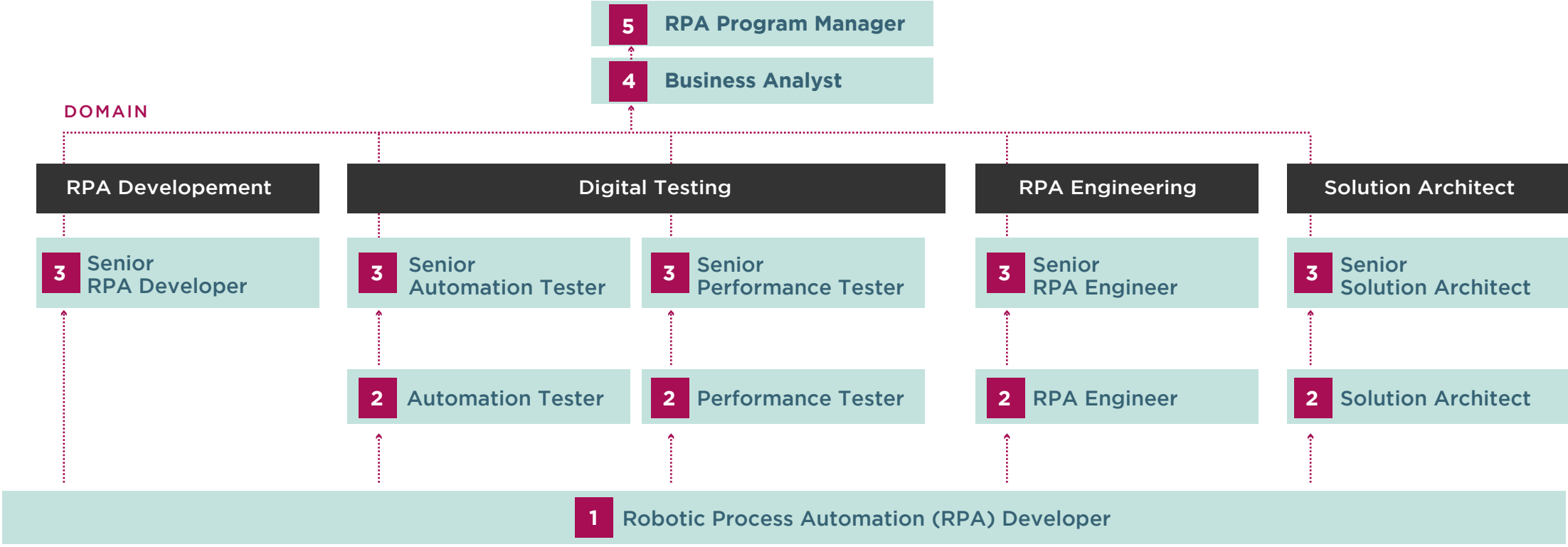
- Procurement & Analytical Software
- Supply Chain & Strategic Sourcing Knowledge
- Relationship Management

## Common Certifications

- Strategic Procurement & Supply Management - Level 1 (SPSM)
- Strategic Procurement & Supply Management - Level 2 (SPSM2)

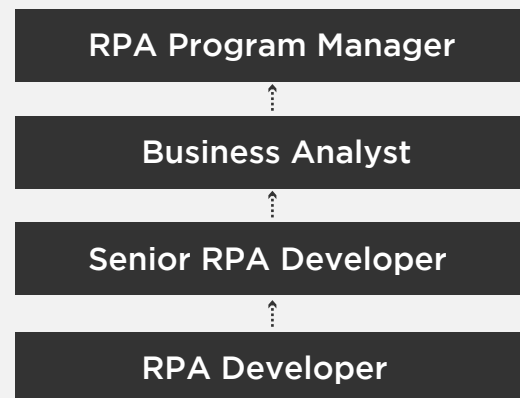
# ROBOTIC PROCESS AUTOMATION (RPA)

## RPA CAREER PATHWAYS





### Career Pathway



### Job Description

- Mapping end-to-end business processes and identifying opportunities for automation.
- Designing, testing, and launching robotic process automation.
- Training clients on the use of RPA technologies and best practices.
- Making sure people working on the RPA project are in sync.
- Monitoring the changes after implementation and work on feedback.
- Developing Centre-of-Excellence capabilities for clients, helping client to implement long-term RPA strategies.

### Competencies

- Coding and Programming
- Knowledge of the Technology Environment
- Business Process Knowledge
- Change Management
- Process Mapping

### Commonly Used Tools/New Tech

- Automation Anywhere
- Blue Prism
- UI Path

### Soft Skills

- Communication
- Creative Thinking
- Problem Solving
- Sense Making
- Teamwork
- Stakeholder Management

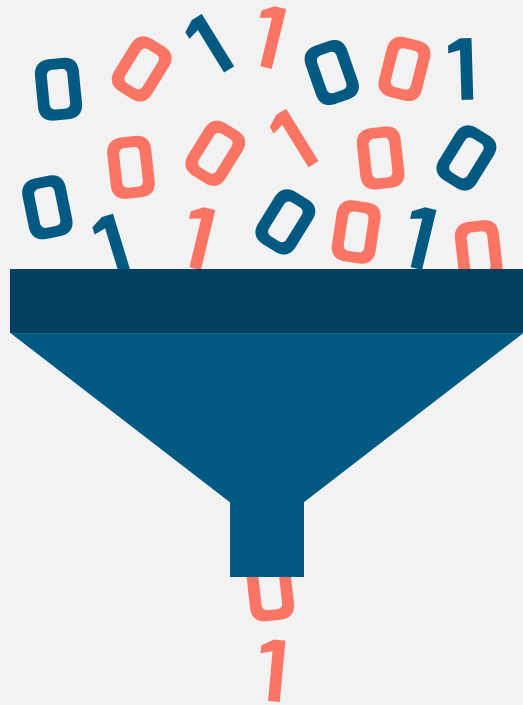
### Essentials/Core Skills

- SQL Knowledge
- Problem Solving
- Analytical Skills
- Understanding Types of Variables
- Knowledge on Debugging Methods
- Advanced Knowledge of XML & XSD

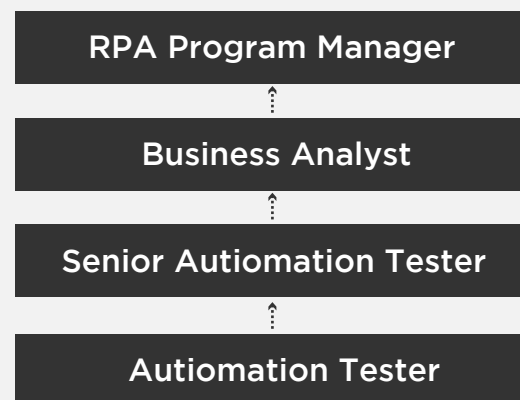
### Common Certifications

- Automation Anywhere Certified Advanced RPA Professional
- Automation Anywhere Certified Master RPA Professional
- Blue Prism Professional Developer Certification
- Blue Prism Advanced Developer Certification
- UiPath Certified RPA Associate (UiRPA)
- UiPath Certified Advanced RPA Developer (UiARD)
- Others (NICE, Workfusion, PEGASystems, Microsoft, Kofax, etc.)





### Career Pathway



### Job Description

- Designing and writing test automation scripts.
- Using test automation framework.
- Investigating problems as a result of testing.
- Working with developers to find solutions.

### Competencies

- Programming Languages
- Functional Testing Knowledge
- Expertise in Creation of Test Script
- Possess Good Knowledge on Automated Testing Tools
- Agile, DevOps
- Risk Mitigation

### Commonly Used Tools/New Tech

- Automation Anywhere - Testing Anywhere
- Blue Prism - Performance Testing Tool
- UiPath - Test Manager, Studio Pro, Orchestrator

### Soft Skills

- Communication
- Conceptual Thinking
- Problem Solving
- Analytical Thinking
- Good Reporting Skills
- Stakeholder Management
- Attentive Listening Skill
- Time Management

### Essentials/Core Skills

- Programming Languages
- APIs or any Web Services
- Designing the Frameworks
- Excellent Manual Testing Skills
- Expertise with Automation Tools

### Common Certifications

- Automation Anywhere Certified Advanced RPA Professional
- Automation Anywhere Certified Master RPA Professional
- Blue Prism Advanced Developer Certification
- UiPath Certified Advanced RPA Developer (UiARD)
- ISTQB - Foundation Level
- ISTQB - Advanced Level - Test Analyst



### Job Description

- Analysing business scenario.
- Understand non-functional requirements.
- Evaluating the objectives of the service level agreement.
- Designing test scripts.
- Identifying parameters for testing.
- Establishing checkpoints.
- Designing workload models.
- Executing performance testing.
- Identifying bottlenecks and when they occur.
- Identifying suggestions for performance tuning.

### Competencies

- Scripting & Programming Languages
- System Architecture
- CSS & Xpath Selectors
- User Behavior

### Commonly Used Tools/New Tech

- Automation Anywhere - Testing Anywhere
- Blue Prism - Performance Testing Tool
- UiPath - Test Manager, Studio Pro, Orchestrator
- WindowsXP & Unix
- Vugen

### Soft Skills

- Communication
- Conceptual & Analytical Thinking
- Problem Solving
- Good Reporting Skills
- Stakeholder Management
- Attentive Listening Skill
- Time Management

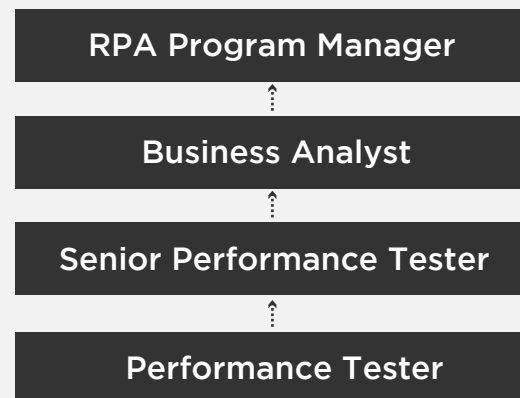
### Essentials/Core Skills

- Programming Languages
- Test Cases
- Ability to Create & Customize Various Test Scripts of Applications
- Visualizing & Analysing Skill
- Ability to Reason & Question
- Quality Assurance

### Common Certifications

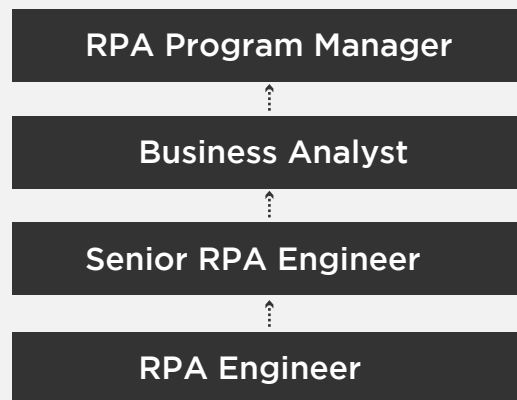
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- Automation Anywhere Certified Master RPA Professional
- Blue Prism Advanced Developer Certification
- UiPath Certified Advanced RPA Developer (UiARD)
- ISTQB - Foundation Level
- ISTQB - Advanced Level - Test Analyst

### Career Pathway





### Career Pathway



### Job Description

- Mapping end-to-end business processes and identifying opportunities for automation.
- Designing, testing and launching RPA solutions.
- Training users in RPA technologies and best practices.
- On-going maintenance and enhancement as and when required.
- Developing Centre-of-Excellence capabilities for clients and helping client to implement long-term RPA strategies.

### Competencies

- Programming Language - C#, Java, .NET, C++
- Knowledge in Automation Anywhere, Blue Prism, UiPath
- SQL Server

### Commonly Used Tools/New Tech

- Automation Anywhere
- Blue Prism and UiPath

### Soft Skills

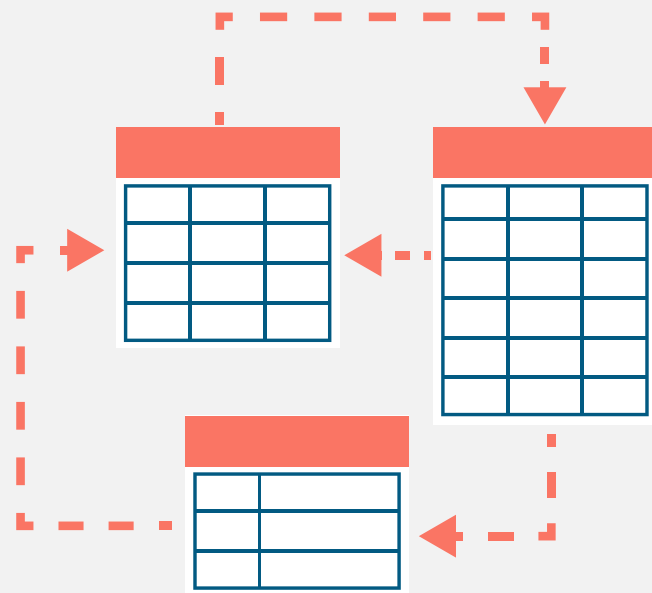
- Communication
- Creative Thinking
- Problem Solving
- Sense Making
- Teamwork
- Stakeholder Management

### Essentials/Core Skills

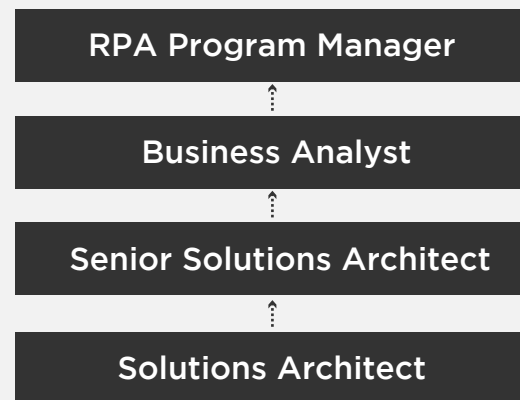
- Coding - SQL, HTML, CSS, Python and JavaScript
- Deep Knowledge of Technology Environment
- Business Acumen
- RPA Platform - Automation Anywhere, Blue Prism, UiPath
- Data Analytics

### Common Certifications

- Automation Anywhere Certified Advanced RPA Professional
- Automation Anywhere Certified Master RPA Professional
- Blue Prism Professional Developer Certification
- Blue Prism Advanced Developer Certification
- UiPath Certified RPA Associate (UiRPA)
- UiPath Certified Advanced RPA Developer (UiARD)
- Other related certifications (NICE, Workfusion, PEGASystems, Microsoft, Kofax, etc.)



### Career Pathway



### Job Description

- Create overarching solutions for complex technology domains.
- Establish reference architecture and standards.
- Review new IT initiatives and provide guidance on alignment to architectural principles and roadmap.
- Review existing systems and provide recommendations on improvements using new technologies and methodologies.
- Work collaboratively with key business and technology teams to ensure that strategic initiatives are delivered successfully.
- Ensure that the solutions delivered are aligned to the planned enterprise IT framework.

### Competencies

- Experience in Solution/Technical Architecture or IT Consultancy
- Knowledge of IT Application Architectures and Design Methodologies Across Multiple Platforms
- Experience in Domains like ERP, Custom Development, Enterprise Integration, and Automation

### Essentials/Core Skills

- Computer Science/IT
- Solutions Architecture
- Cloud Computing
- Agile Methodologies
- Business Analysis

### Common Certifications

- Automation Anywhere Certified Advanced RPA Professional
- Automation Anywhere Certified Master RPA Professional
- Blue Prism Professional Developer Certification
- Blue Prism Advanced Developer Certification
- UiPath Certified RPA Associate (UiRPA)
- UiPath Certified Advanced RPA Developer (UiARD)
- Others (NICE, Workfusion, PEGASystems, Microsoft, Kofax, etc.)

### Commonly Used Tools/New Tech

- Automation Anywhere
- Blue Prism and UiPath

### Soft Skills

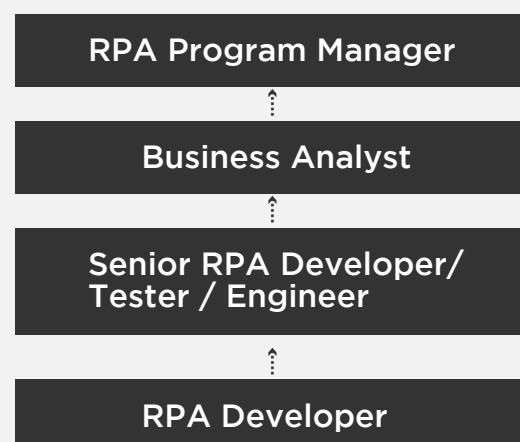
- Communication
- Creative Thinking
- Problem Solving
- Interpersonal Skills
- Teamwork - works well with culturally and geographically diverse teams
- Stakeholder Management



## Job Description

- Analyse business processes, identify automation opportunities, define RPA value proposition and reengineer process to improve automation potential and recommend RPA approach/strategy.
- Develop Detail As Is Process Description - Process Description Document, Detail To Be Automated Process Description.
- Conduct RPA high level assessments.
- Develop RPA client architecture and solution proposal focusing on scalability and extensibility.
- Develop high level project plans for implementation projects.
- Provides continuous updates to RPA stakeholders and Project Manager during project delivery.
- Identify business requirements, functional design, process design, prototyping, testing, training, defining support procedures.
- Formulate planning, budgeting, forecasting and reporting strategies.
- Manage full life cycle implementations.
- Identify business opportunities to increase usability and profitability of information architecture.
- Develop and manage vendor portfolios.
- Lead workshop for client education and training.
- Assist and drive team by providing oversight.

## Career Pathway



## Competencies

- Programming Language: C#, Java, .NET, C++
- Knowledge in Business Process, Automation Anywhere, Blue Prism, UiPath
- Key Analysis Techniques
- Understanding of the Business and Industry

## Commonly Used Tools/New Tech

- Automation Anywhere
- Blue Prism and UiPath

## Soft Skills

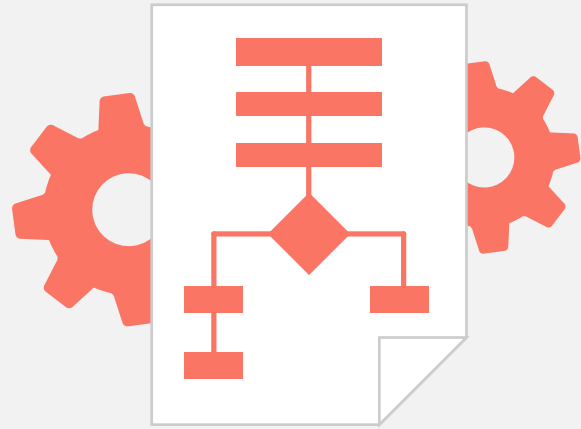
- Communication
- Creative Thinking
- Problem Solving
- Sense Making
- Teamwork
- Relationship-building skills
- Self-managing

## Essentials/Core Skills

- Agile Business Analysis
- Six Sigma
- Business Acumen
- RPA platform - Automation Anywhere, Blue Prism, UiPath
- Business Process Modelling Notation (BPMN)

## Common Certifications

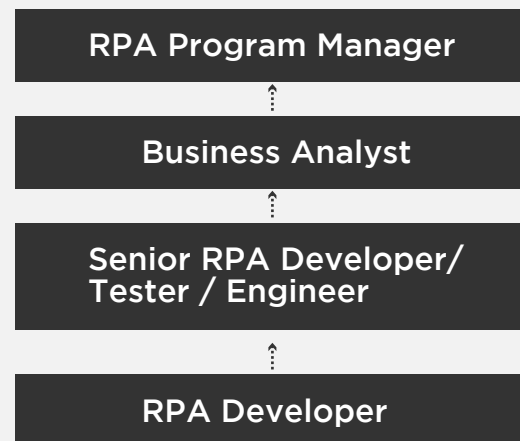
- Automation Anywhere Certified Advanced RPA Professional
- Automation Anywhere Certified Master RPA Professional
- Blue Prism Professional Developer Certification
- Blue Prism Advanced Developer Certification
- UiPath Certified RPA Associate (UiRPA)
- UiPath Certified Advanced RPA Developer (UiARD)
- Others (NICE, Workfusion, PEGASystems, Microsoft, Kofax, etc.)



## Job Description

- Enable streamlining of processes through automation.
- Assist business unit with applicable laws, regulations, regulatory requirements and policies.
- Empower and support business team.
- Work with internal stakeholders to identify and prioritise improvement and automation opportunities.
- Collaborate to define process metrics and requirements for RPA.
- Understand and applies the discipline of business process management.
- Influence and advise business partners on their process optimisation and automation opportunities.
- Support planning and prioritisation of process engineering.
- Identify, propose and influence business solutions.
- Ensure technical staff and business partners work towards solutions and alternatives to meet requirements.
- Negotiate deliverables across multiple business groups.
- Lead workshop for client education and training.
- Lead and participate in team projects and events.
- Work with all levels of staff and management to address concerns and resolve issues.
- Provide feedback to others; addresses people issues quickly and directly.
- Provide input for performance management and development opportunities for junior staff.
- Educate business leaders on the direction on IT and emerging technology.
- Develop and documents RPA configuration best practices.

## Career Pathway



## Competencies

- Ability to Lead and Mentor
- Effective Conflict Management
- Self-starter
- Understanding of the Business & Industry
- Deep Understanding of Emerging Tech
- RPA Subject Matter Expert

## Commonly Used Tools/New Tech

- Automation Anywhere - RPA Program Manager Enterprise (V11)
- Blue Prism and UiPath

## Soft Skills

- Effective Communication
- Leadership & Self-managing
- Problem Solving & Critical Thinking
- Business Writing & Technical Writing Skills
- Effective Conflict Management & Negotiation Skills
- Effective Time Management & Prioritisation Skills

## Essentials/Core Skills

- Proficiency and Expertise with Computers in a Network Environment and Microsoft Applications
- Robotic Process Automation Tools
- Lean, Agile
- Windows Server Operating Systems
- Process Analysis, Design & Implementation, Business and Technical Requirements

## Common Certifications

- Automation Anywhere RPA Program Manager Enterprise
- Automation Anywhere Certified Master RPA Professional
- Blue Prism Professional Developer Certification
- Blue Prism Advanced Developer Certification
- UiPath Certified RPA Associate (UiRPA)
- UiPath Certified Advanced RPA Developer (UiARD)
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