

| Job Description | |
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| Position | Head, Data Intelligence |
| Department | Corporate Planning |
| Division | Corporate Services |

SUMMARY OF RESPONSIBILITIES

1. Support Head of Corporate Planning Department to drive evolution of PayNet's data capability to become a Data Driven Organisation via data driven decision making in the organisation's overall corporate strategy and annual business plans
2. Responsible to identify, design and implement internal process improvements to mature the way PayNet organises, harnesses and work with data
3. Structure, design & plan as well as drive a 12-month implementation roadmap, continuously and upon completion, progressively update/refine organisation's data capability development journey/roadmap
4. Structure, build, lead and grow the Data Intelligence team with necessary capabilities and skills sets to:
 - a. Effectively guide and support PayNet's internal and external stakeholders with 'self-service' data intelligence capabilities including extracting and constructing own dashboards & performance matrix
 - b. Effectively support divisions by organising, co-ordinating and consolidating periodic reports required by BNM, Board and other reporting and business requirements
 - c. Produce data driven insights on potential new areas that could generate new business value
 - d. Partner, build relations and collaborate within PayNet stakeholders to define key business questions and use cases, prioritise and plan work to translate them into production of relevant data sources
5. Responsible to steer and drive organisation of PayNet's data processes and support Information Services Division to shape and grow the data architecture into production ready infrastructure that enables all data stakeholders across PayNet and in the ecosystem to access data readily and easily for own requirements

KEY AREAS OF RESPONSIBILITIES

- Finalise and implement data capability development roadmap to transform PayNet into a data-driven organisation
- Provide direction and lead Data Intelligence team to support PayNet's transformation into a data-driven organisation, steer the team to progress actionable insights, develop implementable actions and guide business teams to harness data for data driven decision making
- Identify, prioritise and secure buy-in for data opportunities and deliver high-quality reporting and insights through automation, insight and challenge to business areas
- Provide steer to Information Services Division on underlying data sources design and management to allow quick and efficient data extracts to support analysis
- Participate in development of PayNet strategies, organisations & processes, roadmaps and business cases requiring analytics and BI solutions
- Track and resolve risks, issues and action items throughout the data journey, and facilitate handover to BAU including conducting training sessions for end-users People Management
- Lead Data Intelligence unit to complete implementation of Phase 5 and beyond of the BI data warehouse project. From gathering and understanding the requirements to creating the functional design, architecting the solution, supervising the detailed technical design and implementation, to preparing and executing the functional tests for these Phases
- Influence decision-making in a complex matrix environment/eco-system through effective engagement and collaboration

- Structure, build, lead and grow Data Intelligence team members' competencies as well as other relevant employees through coaching, mentoring, training and other learning and development support
- Manage team members performance and provide inputs on performance for other key work partners where appropriate

QUALIFICATIONS

Minimum Qualifications

- Minimum 7-10 years' experience in a senior role (at least team lead) with experience building and leading data and analytics teams, ideally in the context/very close to business functions, preferably in financial technology, e-payments or similar industry
- Both business and data savvy, experienced at identifying, prioritising, and getting buy-in for data opportunities within a platform-based organisation with solid knowledge of common roadblocks and technical challenges
- Strong understanding of payment systems, cards, digital payments ecosystem and innovation
- Degree in Business, Management, Computer Science or in any related field. A Master's degree, professional qualification in data analytics or data science would be an advantage
- Possess conceptual and design thinking skills, analytics, data science and proven track record of dealing well with ambiguity, prioritising needs, and delivering results in a fast-paced environment
- A good understanding on diversity and inclusivity
- Good in consulting and solutioning skills

Additional requirements:

- Possess an inquisitive and creative mind
- Possess research and analytical skills to track and predict trends
- Strong business knowledge with deep experience in e-payments related work, including policy development, implementation and oversight
- Well versed and up to date with future e-payments trends and technology
- Comfortable with taking calculated risks, navigate paradoxes and manage expectations of both internal and external stakeholders
- Outstanding negotiation, communication and presentation skills (written, oral, listening, influencing, coaching, strategic communication planning)
- Industry and government relationships both in Malaysia and abroad are added advantages • Strong data and computer literacy
- Ability to work with minimum supervision and tight timelines
- Flexibility in working hours, conditions and arrangements

Technical requirements:

- Data science/analytics, including experience with cloud-based data infrastructures (AWS, Azure, etc), SQL, Power BI, dashboarding (e.g. Tableau), Python/R
- Data Augmentation/Capability Development Project Management
- Change Management