JOB ADVERTISEMENT – PRODUCT OWNER AND ECOMMERCE SUPPORT ANALYST

JOB TITLE: **Product Owner & E-commerce Support Analyst**
DEPARTMENT: **Commercial**
SECTION: **Distribution & Automation**
LOCATION: **Kigali International Airport**

1. Job Purpose

The Product Owner & Ecommerce Support Analyst will play a crucial role in driving product development and ensuring a seamless shopping experience for our customers on our Ecommerce platform ensuring a seamless and enjoyable shopping experience. You will be responsible for defining product priorities, collaborating with stakeholders, and guiding the development process while also providing technical and customer support to our E-commerce users.

2. Key Duties & Responsibilities;

- Strategizing and presenting ideas to stakeholders
- Instituting sales goals
- Analyzing market trends
- Producing and maintaining sales reports
- Presenting and distributing data interpretations
- Evaluating the work performance of IBE
- Harnessing technology to remove bottlenecks and boost IBE efficiency
- Leading the development process.
- Defining product features according to customer needs
- Acting as the main point of contact between teams and stakeholders
- Managing and prioritising product backlog items.
- Assisting the scrum/product development team to meet the objectives of each sprint.
- Adjusting and improving each iteration of the product before release.
- Identifying areas of improvement.
- Keeping customers and stakeholders informed of the status of the product.
- Be a second level E-commerce customer support

3. Desired Profile: Required education, Experience, and Abilities;

- Bachelor in Accounting, Computer Science, Information system or related field
- Previous working experience: four (4) years as a product owner.
- In-depth knowledge of agile methodologies.
- Strong analytical and problem–solving skills.
- Strong communication skills, written and verbal.
- Strong presentation skills
- Ability to multi-task and work under pressure

4. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae.
- A photocopy of the Passport/National ID.
- Copies of Degree/Diploma certificates
- Copies of relevant certificates.
- Three referees

The deadline for submitting application documents **(Only PDF Format)** is **July 12, 2024**. Please apply via the link: https://erecruitment.rwandair.com/

NB: Only shortlisted candidates will be contacted.