

JOB ADVERTISEMENT – DEPARTURE CONTROL SYSTEM OFFICER

Job Title: Departure Control System Officer

Department: Ground Services

Location: Kigali International Airport

Job Purpose

Responsible for Departure control system delivery to ensure efficient planning, and 24/7 DCS support for KGL and outstation's help desk function.

1. Key Duties and Responsibilities:

- Establish and implement appropriate control methods to guarantee the correct usage of the DCS in all RwandAir network
- Cross-check flight initialization times
- Manage the accurate tagging of baggage, ensuring compliance with weight and size limits, and resolve any baggage-related issues.
- Monitor DCS for any technical issues, flight delays, or anomalies, and troubleshoot in collaboration with IT or Amadeus teams.
- Ensure compliance with airline policies, aviation security regulations, and customs or immigration requirements for departing passengers.
- Input and verify Advanced Passenger Information (API) and Electronic Travel Authorization (ETA) details to meet country-specific entry requirements.
- Prepare and submit flight-related reports, including passenger statistics, flight discrepancies, and any incidents during check-in or boarding.
- Take the lead in handling flight disruptions, such as delays or cancellations, ensuring transfer of passengers to the next available flights to minimize inconvenience.
- Oversee the planning and execution of DCS projects, such as system upgrades or new feature rollouts, ensuring proper implementation in alignment with airline policies and operational needs.
- Act as the primary point of contact for DCS-related partnerships with other airlines, managing system integrations, interline agreements, and the implementation of shared processes.
- Coordinate and execute testing of new DCS features or system integrations, ensuring compatibility and smooth operation with partner airlines and internal processes.
- Serve as the DCS system administrator, responsible for configuring and maintaining business rules, to ensure the system operates in alignment with the airline's business objectives.
- Oversee and manage the flight departure plan.
- 24/7 DCS support for KGL and outstations- help desk functions
- Be the liaison between Amadeus and WB for all DCS-related matters
- Work in collaboration with other relevant department to guarantee systems and processes are in place to avoid irregularities
- Track, compile, elaborate and publish ground operations statistics and performance reports for all stations.
- Control and allocate all sign codes for passenger handling staff for Amadeus and other carriers
- Review and improve check-in processes and procedures
- Implement strategies to detect and mitigate fraudulent activities related to passenger data, and baggage handling, ensuring compliance with security regulations and safeguarding airline interests and revenue.
- Manage the setup of new destinations within the DCS, including configuring airport codes, baggage policies, customs requirements, and system integrations to ensure smooth operations for newly added routes



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- Reports safety hazards and incidents identified during daily operations to the supervisor.

2. Desired Profile: Required education, Experience, and Abilities

- University degree in Information Technology (IT) or Computer Science, with at least 3 years' experience.
- Experienced in delivering service in a demanding environment
- Problem-solving and Decision-Making Abilities
- Attention to Detail
- Knowledge of airport services operations.
- Commercial acumen with an overall knowledge of airline operations.
- An excellent command of the English language (written and verbal) is essential.
- Financial awareness.
- Process oriented
- Knowledge of IATA recommendations to airlines/travel agencies for selling in the market
- Understanding IATA regulations, immigration rules, customs policies, and security standards is essential
- Experience in configuring and managing system settings
- Experience in managing airline or IT-related projects is a plus

3. How to Apply:

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

The deadline for submitting application documents (**Only PDF Format**) is **December 29, 2024**. Please apply via the link: <https://erecruitment.rwandair.com/>