RwandAir Ltd is the flag carrier airline of Rwanda. It operates domestic and international services to East Africa, Central Africa, West Africa, Southern Africa, Europe and the Middle East from its main base at Kigali International Airport. Our mission is to provide unsurpassed, safe, and reliable services in air transportation, including strategically linking Rwanda with the outside world while ensuring a fair return on investment. As part of the expansion strategy, we are looking for interested, qualified, and competent candidates to fill the following position:

Job Title: Manager Technology Services
Reports to: Director IT
Department: IT
Location: Kigali International Airport (KIA)

Job Purpose

The role will be responsible for all the RwandAir Infrastructure items. This includes Network, Servers, Storage, Telephony, Security appliances, platforms, databases, IT Support desk. Airline Systems, Licenses management. In order to keep cost manageable, the planning and operations function are within the same units. There would always be need of expert advice and such advice is best done by having a standing agreement with a suitable service provider who can provide expert guidance as well as expert resources to assist in execution.

1. **Key Duties and Responsibilities:**

    *   Design, establish and support the ICT infrastructure-hardware, networks, Storage, Servers and databases for Airline systems;
    *   Design and enforce a secure user access to RwandAir IT Infrastructure.
    *   Develop and implement efficient back-up systems to ensure failover in case of systems failures.
    *   Devise ways of implementing up-to-date IT-based communication system Call Center Omni channel Solution.
    *   Oversee and manage IT help desk support for Airline systems including and not limited 1A PSS, BRS systems etc.
    *   Oversee and manage helpdesk support for users;
    *   Maintain a proactive needs assessment identifying the need for new innovative IT Infrastructure demands.
    *   Collecting various statistics on the performance and reliability of systems and producing relevant reports; conducting helpdesk support for users;
    *   Linux Operating System Administration
    *   Microsoft Windows system Administration
    *   Microsoft Applications Administration (Active Directory, Ms Exchange Server, Collaboration Tools,)
    *   Netapp storage management and administration
    *   Backup Administration and VM Replication between Primary and Secondary sites.
    *   Deciding on the lifespan, and replacement of all IT Related equipments to ensure efficiency and optimal usage.
    *   Weekly and monthly infrastructure reports to the Director of IT.
    *   Engagement and close collaboration with external IT Infrastructure service providers enforcing SLA compliances.

- Managing user support team to ensure they deliver to user's as per the agreed SLA.

2. **About You – Minimum Standard Qualifications:**
   Essential

- Bachelor's or Master's degree in computer science, information technology, information science, or in a related computer discipline.
- At least 4 years' experience in managing and implementing IT projects.
- At least 3- 4 years managing a complex IT Infrastructure.
- Competence with Virtualization technologies both on-premise and cloud-based.

3. **About You – Other Desired Competencies & Skills;**
   Essential

- Good Understanding and managing Ms Windows servers, Red Hat Linux Severs
- Good understanding and management of cloud-based IT Infrastructure deployments.
- Competence with management of a virtualized infrastructure running on VMware, Microsoft HyperV etc.
- Excellent analytical, diagnostic and troubleshooting skills
- Working knowledge of database management is an added advantage
- Time management and teamwork skills
- Great interpersonal and communication skills.

4. **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 **January 12, 2026**. Please apply via the link: https://erecruitment.rwandair.com/.