

**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 Maintenance Control Center (MCC)**  
**Reports to:**     **Head of Aircraft Maintenance**  
**Department:**    **Technical**  
**Location:**       **Kigali International Airport**

### **Job Purpose**

The Manager MCC is responsible for overseeing real-time technical support and maintenance coordination across RwandAir's fleet to ensure operational continuity and safety. As the nerve center of technical operations, the Maintenance Control Center (MCC) ensures that aircraft remain airworthy, defects are promptly addressed, and flight schedules are maintained with minimal technical disruptions.

Operating in a dynamic 24/7 environment, the Manager MCC plays a vital leadership role in ensuring effective troubleshooting, AOG recovery, MEL management, Cabin/IFE defect management and communication between Maintenance, Flight Operations and Engineering teams.

This role reports to the Head of Aircraft Maintenance and is a critical contributor to technical dispatch reliability and the airline's overall operational performance.

## **1. Key Duties and Responsibilities:**

### **a) Strategic**

- Develop and implement MCC operational strategies that support on-time performance, technical dispatch reliability, and customer satisfaction (improved aircraft availability).
- Support transformation and modernization initiatives such as digital dashboards, real-time maintenance analytics, and integration with OCC systems and develop MCC strategies to optimize fleet utilization and minimize operational disruptions.
- Review and analyze delays, disruptions and AOGs and carry out root cause analysis to identify and suggest areas of improvement to relevant stake holders which may include process and procedural changes.
- Review and identify overall defect management which can cause disruptions and suggest corrective actions which may include process and procedural changes.
- Periodically audit MCC and Defect control process to identify deficiencies and suggest improvement which may include process and procedural changes.
- Develops and updates the procedures and processes for managing flight spares kit (FSK) and decision on spares to be positioned at outstations.
- Drive standardization of AOG, MEL, and technical communication procedures across the airline.
- Lead and enhance MCC's coordination role during fleet expansion and introduction of new aircraft.



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- Oversee adequate equipment's and facilities are available for smooth functioning of MOCC
- Develop and update Business Continuity Plan for Technical
- Ensure compliance with safety and regulatory requirements.
- Involved in development of the emergency response plan as the focal for Technical

**b) Operational**

- Maintain overall management and oversight of Maintenance Control and Defect Control functions
- Provide real-time fleet technical watch and support for the operational fleet, 24/7. Track and monitor all serviceability aspects across the entire fleet on a routine basis analyzing and implementing corrective actions which will enable the operation to effectively utilize available ground time, ensuring a high standard of maintenance utilization of aircraft
- Manage defect monitoring, MEL/CDL usage, and troubleshooting guidance for all operational aircraft.
- Manage Maintenance Control Centre to ensure technical delays, out of service events, repetitive defects, deferred maintenance and scheduled maintenance and significant defects are rectified in a timely manner.
- Coordinate AOG recovery and support rapid return-to-service decisions in collaboration with Line Maintenance and Engineering. Directly raises queries to OEMs in support of resolution of issues affecting operational aircraft. Maintain oversight and suggest improvements in overall AOG management
- Ensure all potential and real operational disruptions are supported meticulously through continuous monitoring and alerting functions.
- Communicate all AOGs and delay events to all stakeholders in a timely manner to minimize and avoid disruption to the commercial schedule.
- Establishes a process for accurate and timely communicating of aircraft related technical information to stakeholders, especially where the aircraft will not be available as per commercial schedule. Coordinates within Technical to minimize impacts on commercial schedule due to Technical issues. Maintains and circulates a summary of aircraft defects affecting operations.
- Manage technical log review, defect recurrence tracking, and escalate major issues to Engineering and QA. Liaise with Fleet Management/Engineering for efficient control and management of recurrent defects.
- Monitors AHM, other Predictive Maintenance tools and prepares Troubleshooting Recommendations to be used by Maintenance Staff. Coordinates aircraft defect troubleshooting and recovery actions.
- Ensure all defect clearances, deferrals, and engineering dispositions are within approved data and authority limits.
- Prepares delay reports and assigns for corrective action. Follows-up and keeps track of agreed action items to avoid re-occurrence of avoidable delays
- Generates daily, weekly and monthly reports to monitor technical performance based on agreed KPIs and metrics. Prepare reports required to monitor standards and present / review such reports at required meetings and chairing of such meetings as required.
- Maintain accurate documentation of all MCC activities, including shift handovers, defect tracking, and fleet status reports.



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- Involved in any aircraft incident/accident emergency response activity as the focal for Technical activities
- Responsible for keeping track and oversight of all open deferred defects with operational/maintenance impact and advising all stakeholders for necessary arrangements.
- In coordination with engineering and flight Operations, processes the applications for special one-off authorizations and ferry flight approvals to recover grounded aircraft.
- Manages and coordinates daily technical operation meeting, including follow-up of all action items
- Plan / Allocate work and supervise the activities of Duty Managers/ Fleet Supervisors & Support Engineers to ensure they provide effective, beneficial technical support and specialized Trouble-Shooting guidance to maintenance team at Kigali or line stations
- Responsible for SMS within the section. Ensures the company health and safety policy and statutory requirements are met in respect of staff and premises.
- Compiles MCC Budget
- Develops and trains MCC staff. Maintains staff training records and carries out competence assessments
- Perform other duties as assigned by Line Manager or HOD.
- To oversee all the appropriate legislative and company procedures are adhered to in order to ensure that the company remains compliant and airworthy
- Perform other duties assigned or act in a capacity as directed by Line Manager or Director of Technical Services.

**c) Stakeholder Management**

- Serve as a key interface between Maintenance, OCC, Engineering, and Supply Chain during irregular operations.
- Liaise with OEMs, MROs, and vendors during technical events requiring external support or spares.
- Represent MCC in operational meetings, disruption reviews, and emergency response teams.

**d) Management & Leadership**

- Lead a team of MCC Supervisors and Engineers across all shifts, ensuring high levels of technical acumen and responsiveness.
- Develop MCC team competence in line with fleet complexity and regulatory changes.
- Promote a safety-first, solutions-driven culture with high accountability and communication standards.
- Support training, mentoring, and professional development, especially for national staff.
- Establish KPIs and performance standards for MCC responsiveness and dispatch reliability.

**2. About You – Minimum Standard Qualifications;**

Bachelor's Degree in Aeronautical Engineering, Electrical/Electronics/Mechanical Engineering or equivalent technical discipline. OR Licensed Aircraft Engineer (EASA Part 66 or ICAO Type II) with appropriate aircraft type endorsements and 8 years experience.

**Essential**

- Minimum 8 years of experience in airline maintenance, with at least 3 years in an MCC or technical control environment.



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- Strong understanding of MEL/CDL processes, aircraft troubleshooting, and defect management.

**Preferred**

- Experience with AOG coordination, technical dispatch support, and OCC environments.
- Familiarity with maintenance systems (e.g., AMOS, TRAX) and digital operations platforms.
- Knowledge of aircraft type operated by RwandAir

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

**Job Specific Skills:**

**Essential**

- High-pressure decision-making and real-time problem-solving skills.
- Strong communication and coordination capabilities across multiple stakeholders.
- Knowledge of EASA/RCAA regulatory frameworks and maintenance data.
- Detail-oriented and able to handle multiple technical issues simultaneously.
- Fluent in English (French or Kinyarwanda is an asset).
- Sound Aeronautical and Airline background with detailed knowledge of modern aircraft and engine systems.
- Ability to plan and prioritise sequential completion of task and process for effective time management and revenue loss.
- Managerial skills - Ability to delegate work, set clear direction and manage workflow. Strong mentoring and coaching skills. Ability to train and develop subordinate's skills. Ability to foster teamwork among team members.

**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 **May 23, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.