

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: Digital Products and Systems Development Manager
Reports to: Senior Manager, Channel Management
Department: Commercial
Location: Kigali International Airport – Town Office

Job Purpose

To lead the end-to-end development, integration, and performance optimization of RwandAir's commercial digital platforms, including booking engines, ancillary platforms, B2B portals, APIs, and customer-facing digital tools. The Digital Products and Systems Development Manager is responsible for enhancing user experience, system functionality, and cross-channel scalability to support revenue generation and operational efficiency.

1. Key Duties and Responsibilities:

Strategic

- Own the product lifecycle of RwandAir's commercial digital platforms across web, mobile, and B2B channels.
- Translate commercial business requirements into technical specifications and product backlogs for implementation.
- Manage relationships with technology vendors, third-party solution providers, and system integrators to ensure quality, delivery, and support SLAs are met.
- Collaborate with UX/UI designers to ensure user-centric interfaces and conversion-driven designs across platforms.
- Ensure commercial systems are optimized for load speed, mobile responsiveness, and SEO best practices.
- Support rollout of new digital payment gateways, PSS upgrades, CRM integrations, and dynamic pricing capabilities.
- Liaise with Marketing, Loyalty, Sales, and E-commerce teams to ensure digital systems meet evolving commercial needs.
- Champion use of APIs and NDC integrations to streamline trade and OTA distribution connectivity.
- Ensure platform compliance with cybersecurity standards, GDPR, PCI-DSS, and other relevant digital regulations.
- Produce system performance dashboards and development roadmaps for review with senior commercial and IT leadership.

Operational

- Lead the design, development, testing, and deployment of new features, upgrades, and integrations in collaboration with IT and vendor teams.



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- Coordinate cross-functional testing (UAT) and release readiness for all system enhancements.
- Track system performance using analytics tools; identify bugs, inefficiencies, and feature gaps requiring action.
- Maintain clear documentation of platform architecture, workflows, change logs, and SOPs.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Information Technology, Computer Science, Software Engineering, or a related field.
- Minimum of 5–7 years' experience in digital product development, systems management, or commercial technology platforms.
- Proven experience managing end-to-end digital product lifecycles (web, mobile, B2B platforms).
- Experience working with airline systems such as PSS, GDS, DCS, CRM, payment gateways, APIs, or NDC.
- Demonstrated experience leading cross-functional teams (IT, vendors, UX/UI, commercial).
- Practical experience with project management methodologies (Agile / Scrum / Waterfall).
- Experience coordinating development with external technology vendors or system integrators.
- Evidence of delivering system upgrades, new feature releases, and digital integrations in a commercial environment.

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong understanding of digital architecture including APIs, integrations, data flows, and cloud-based platforms.
- Ability to translate commercial business requirements into clear technical specifications and development roadmaps.
- Strong analytical skills with ability to interpret system performance dashboards, metrics, and user behavior data.
- Advanced understanding of UX/UI principles and digital conversion optimization.
- Proficiency in managing UAT cycles, release readiness, and quality assurance processes.
- Strong vendor-management and SLA monitoring skills.
- Knowledge of cybersecurity best practices and compliance standards (GDPR, PCI-DSS, data protection).
- Excellent documentation skills (SOPs, workflow diagrams, release notes, architecture documentation).
- Strong communication and stakeholder-management capabilities, including working with senior leadership.
- Ability to identify and resolve system bugs, feature gaps, and technical issues quickly and collaboratively.

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 **October 22nd, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.