

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 Analyst
Reports to: Digital Channels Sales Specialist
Department: Commercial
Location: Town Office

Job Purpose

To support the development, testing, integration, and optimization of RwandAir's digital platforms, ensuring that all systems meet commercial needs and user experience standards. The Digital Products and Systems Development Analyst provides cross-functional technical coordination, supports project delivery, and delivers analytics that guide product improvement.

1. Key Duties and Responsibilities:

Operational

- Assist in documenting user requirements and translating them into functional specifications and workflows.
- Support UAT (User Acceptance Testing) for new feature releases, bug fixes, and integrations across digital platforms.
- Monitor platform performance, error logs, and customer usage data to identify opportunities for improvement.
- Coordinate with IT, vendors, and digital product managers to implement system enhancements and ensure successful rollouts.
- Provide first-line troubleshooting and root-cause analysis for platform issues related to bookings, payments, or integrations.
- Contribute to the development of technical documentation, SOPs, user manuals, and process maps.
- Track KPIs related to digital platform speed, reliability, mobile responsiveness, and transaction success rate.
- Analyze booking flow funnels to identify drop-off points and recommend UX improvements.
- Assist in managing product backlogs, release calendars, and sprint tracking tools for digital projects.
- Maintain data integrity across platforms by ensuring consistency between CRS, payment gateways, CRM, and analytics tools.
- Support API testing, sandbox validations, and interface error reporting for external digital distribution partners.
- Contribute to vendor performance reviews by providing system incident reports, SLA breach logs, and usability feedback.



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- Stay current with trends in airline tech, digital commerce, and customer-facing technologies to bring innovative suggestions.
- Prepare reports and dashboards on development progress, release impacts, and enhancement prioritization.

2. QUALIFICATIONS, EXPERIENCE & SKILLS:

Qualifications and Experience:

Essential

- Bachelor's degree in Information Technology, Computer Science, Software Engineering, Business Information Systems, or a related field.
- Minimum of 2–3 years' experience in digital product development, systems analysis, IT business analysis, or software implementation.
- Experience working with digital platforms such as mobile apps, websites, customer-facing portals, or e commerce systems.
- Proven experience gathering and documenting business requirements and translating them into technical specifications.
- Experience working with cross-functional teams (IT, Digital, Commercial, Finance, Customer Experience)

Job Specific Skills:

Essential

- Strong understanding of system development lifecycle (SDLC) and Agile methodologies.
- Ability to analyse business processes and recommend digital solutions that enhance customer experience and operational efficiency.
- Competence in writing functional requirement documents, process maps, and user stories.
- Basic knowledge of APIs, system integrations, and database concepts.
- Ability to perform user acceptance testing (UAT) and coordinate system rollouts.
- Strong problem-solving skills with the ability to troubleshoot digital system issues.
- Excellent communication skills with ability to liaise between technical teams and business users.
- High attention to detail, strong documentation skills, and ability to manage multiple digital projects simultaneously.

3. JOB DIMENSIONS:

Organisational Accountability

- Local accountability

Managerial & Supervisory Accountability

- Manages a work group within a team
- Supervises non-managers and professionals

Customer Accountability



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- Interfaces with customers inside and outside WB Group
- Interfaces with Middle Management Freedom to Act Independently
- Subject to regular review by supervising manager

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 28, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.