Job Title: Senior Business Analyst (Alexis)

Position Overview:

As a Senior Business Analyst specializing in Flight Operations, you will provide support in Software Implementation, Support, and Pre-sales.

You will be a key contributor to showcasing the capabilities of our software to potential clients, assisting with proposal development, leading software implementations, and providing ongoing user support. Your multifaceted expertise will drive successful software adoption, operational efficiency, and client satisfaction.

Key Responsibilities:

1. **Pre-sales Activities:**
    *   Collaborate with the sales team to understand potential client requirements and tailor software demonstrations accordingly.
    *   Conduct interactive product demonstrations that highlight the software's features, benefits, and value proposition to potential clients.
    *   Address client questions and concerns during the demonstration phase to ensure a clear understanding of the software's capabilities

2. **Proposal Development:**
    *   Assist the sales team in crafting proposals and responding to requests for proposals (RFPs) by providing detailed functional insights and requirements.
    *   Develop compelling and clear marketing documentation that outlines how our software aligns with client needs and offers solutions to their challenges.

3. **Software Implementation:**
    *   Work closely with airline clients to gather in-depth operational requirements, translating them into functional specifications for the development team.
    *   Lead software implementation projects, ensuring successful deployment, adherence to timelines, and client satisfaction.

4. **User Support and Training:**
    *   Provide expert-level user support, helping clients navigate the software, troubleshoot issues, and optimize usage for their specific operations.
    *   Develop training materials and conduct training sessions to ensure clients can effectively leverage the software's capabilities

5. **Documentation Creation:**
    *   Develop comprehensive and well-structured user guides, manuals, and online help documentation that enhance software understanding and usability.
    *   Create clear and concise technical documentation for internal teams, including developers and support personnel.

6. **Data Analysis and Insight Generation:**
    *   Analyze client data generated by the software to derive actionable insights that support strategic decision-making.

- Collaborate with clients to interpret data, identify trends, and propose strategies for enhanced operational efficiency

7. **Project Management:**
   - Manage project timelines, milestones, and deliverables related to software implementations and upgrades.
   - Ensure clear communication between clients and the development team to facilitate a smooth project lifecycle

8. **Continuous Improvement:**
   - Engage with clients to understand evolving needs and challenges, translating feedback into enhancements and features for the software.
   - Contribute to the development roadmap by aligning client feedback with the software's evolution.

9. **Stakeholder Communication:**
   - Serve as a bridge between airline clients, internal teams, and stakeholders, conveying technical information clearly to non-technical parties.
   - Provide regular updates on project status, issue resolution, and user support

10. **Functional Expertise:**
    - Develop a comprehensive understanding of the aviation industry, flight operations, crew management, and related processes to effectively address client needs.
    - Stay updated on industry trends, best practices, and regulations impacting software functionality.

Qualifications and Skills:

i. Bachelor's or Master's degree in Computer Science, Aviation Management, Business Administration, or related field.
ii. Proven experience (typically 5+ years) as a Business Analyst in software implementation and support, preferably in the aviation or airline domain.
iii. Strong functional knowledge of airline operations, including flight scheduling, crew management, and related processes.
iv. Proficiency in gathering and documenting detailed functional requirements, user stories, and use cases.
v. Excellent analytical skills with experience in data analysis, interpretation, and generating actionable insights.
vi. Effective communication skills to facilitate discussions with clients, development teams, and stakeholders.
vii. Project management experience, including handling timelines, milestones, and project documentation.
viii. Ability to thrive in a collaborative, cross-functional environment, and lead projects with a proactive and solution-oriented approach.
ix. Familiarity with aviation regulations, safety protocols, and industry standards.
x. Relevant certifications such as Certified Business Analysis Professional (CBAP) or Project Management Professional (PMP) are a plus.
xi. Ability to work at odd hours.
xii. Ability to travel abroad for one or several weeks to support implementations (estimated up to 15%-20% of the time).