

CAREER OPPORTUNITY

Manager Information Systems (Digital Transformation)

(Ref: MISDT/25/009)

Air Mauritius Ltd, the national carrier of Mauritius, is seeking to recruit a dynamic and highly motivated candidate to fill in the position of Manager Information Systems (Digital Transformation). If you feel you have the right profile, it is an opportunity now to start a challenging career and become part of a dedicated and professional team.

JOB PROFILE:

The Manager Information Systems (Digital Transformation) will report to the Vice President - Information Systems. The incumbent will be responsible for driving and implementing digital initiatives and solutions that modernise airline operations, enhance customer experience and unlock new revenue opportunities for Air Mauritius. Working closely with departments such as Commercial, Marketing, Finance and Operations, this role ensures that digital transformation and adoption projects are aligned with the company's business goals and deliver measurable value.

The duties and responsibilities will include the following inter-alia:

- Develop digital transformation roadmaps, initiatives and feasibility studies which are aligned with the company's strategies and business objectives;
- Collaborate with multifunctional teams to identify areas where digitalisation and technology will enhance the airline's revenue potential, operational efficiency, customer engagement and e-commerce platforms;
- Design and assist in the implementation of appropriate digital systems, platforms and services which meet customer needs and improve the digital experience across the company's website, mobile app, loyalty programs and customer service channels;
- Work closely with technical teams to ensure robust architecture, cost effectiveness, reliability, security and scalability of digital solutions;
- Partner with Commercial teams (Marketing, Sales, Loyalty, Revenue Management) to drive online personalisation, upselling and customer acquisition strategies;
- Promote a data-driven culture, leveraging customer data, operational data and business insights through digital projects;
- Champion a digital-first culture across the organisation. Conduct workshops, training and communications to help teams adapt to new technologies and workflows;
- Assist in bringing change management principles and methodologies to successfully implement digital initiatives;
- Work closely with external vendors and suppliers to integrate emerging/latest technologies such as AI, machine learning, RPA, big data and IoT where applicable and ensure seamless integration and operability of digital systems and applications;
- Benchmark digital trends and best practices within and outside the airline industry.

PREREQUISITES:

Higher School Certificate (HSC) or General Certificate of Education (GCE), with at least 2 subjects at Advanced Level obtained at one and same sitting or an equivalent qualification from a recognised institution.

Plus

- Degree in Information Technology, Information Systems, E-Commerce, Digital Technology or other IT related fields from a recognised university/institution accepted by Air Mauritius
- Minimum 7 years experience in a managerial position in the field of Digital Transformation or E-commerce, out of which 4 years spent with a legacy airline

OTHER REQUIREMENTS:

- Experience in the conceptualisation and implementation of digital transformation projects and IT systems
- In-depth knowledge of the commercial airline industry, customer/passenger behaviour and operations in the field of airline reservation, sales, marketing, loyalty, customer experience and recovery
- Proven project leadership skills in managing cross-functional teams and ensuring on-time project deliveries
- Excellent analytical, decision-making, quantitative and problem-solving skills
- Strong communication and presentation skills to effectively interact with other business departments and senior leadership
- Ability to think strategically while maintaining a hands-on results-oriented approach

APPLICATION PROCEDURE

Interested candidates meeting the requirements are invited to send their application addressed to the Manager Human Resources, by registered post or e-mail together with the following documents:-

1. Motivation letter
2. Resume/ CV
3. [Company's prescribed form](#)
4. A photocopy of National Identity Card
5. Copy of educational certificates with letters of equivalence from National Equivalent Committee (where applicable)
6. Documentary evidence relating to work experience

Postal address

Talent Acquisition Section
Air Mauritius Ltd
16th Floor, Air Mauritius Centre
President John Kennedy Street, Port-Louis
Mauritius

E-Mail address

recruitment_hr@airmauritius.com
(The size of the email should not exceed 13MB)

Deadline for submission: Monday 07 July 2025 at 16h00 local Mauritius time (equivalent to 12h00 UTC)

Note 1:

- Job Reference "Ref: MISDT/25/009" should be specified on the envelope and the application form.
- Eligible Candidates will be required to submit a certificate of character as per the Company Policy.
- Applications received incomplete or after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.
- Applicants should be Mauritian Nationals and able to live and work in Mauritius.

The Company reserves the right:

- to call only the best qualified candidates for the selection exercise/s which may involve aptitude/situational test, presentations/ interviews or any other assessment tools.
- not to make any appointment following this advertisement.
- to offer, if necessary the best suited candidate initially employment on a contractual basis of three years with possibility of renewal subject to performance and organisational requirements.