



Job title: Senior Business Analyst
Department: Information Technology
Location: Dublin, Ireland
Reports to: Director, Front Office Applications

JOB SUMMARY

This is a permanent position within the IT department of AerCap and reports to the Director of Front Office Applications. There are significant integration and transformation projects underway which will focus on the systems and processes to create the largest aviation leasing platform in the world. This is a role in a “quality first” environment and will involve responsibilities across end user requirements, process definition and optimisation, implementation and management of change. This position is in a well-established change team, in a truly global operating company.

AerCap is the global leader in aviation leasing with one of the most attractive order books in the industry. AerCap serves approximately 300 customers around the world with comprehensive fleet solutions. AerCap is listed on the New York Stock Exchange (AER) and is based in Dublin with offices in Shannon, Miami, Singapore, Amsterdam, Shanghai, Abu Dhabi, Seattle, Toulouse and other locations around the world.

ESSENTIAL FUNCTIONS

- Initially focused on analysing and adapting existing applications and processes as part of integration, data migration and change management.
- Long term focus of building out the Front Office Roadmap and strategy, improving internal tools and processes to deliver value to the business.
- Working with senior stakeholders to define the future target operating model and managing their expectations.
- Develop a strong understanding of existing system and application landscape, as a building block for future integrated solutions.
- Analyse business processes and requirements and transfer the knowledge to the development and test team.
- Prepare accurate and detailed requirements documentation and functional specifications.
- Prepare accurate and detailed high level estimates as part of the Demand Evaluation process.
- Communicate effectively with the business, the development and test team to understand functional requirements (e.g. screen, interface, report, GUI designs), and to ensure the solution meets these.
- Coordinate with the business users who test and evaluate applications, and resolve software issues, in conjunction with developers and testers where appropriate.
- Manage any change requests related to the working project plans to meet the agreed deadlines.
- Investigate data discrepancies and perform ad-hoc database queries as needed.
- Ensure compliance with all organisational, legal and regulatory requirements and standards including SOX compliance and Security.

JOB REQUIREMENTS, QUALIFICATIONS, & COMPETENCIES

Educational/Experience

- Educated to a degree level in Information Technology or Sciences
- 5+ years' experience as a business analyst
- A recognised BA qualification is desirable
- Must be a Self-Starter and exhibit intellectual curiosity
- Must be able to take initiative and work independently while maintaining strong team relations
- Excellent time and work management skills, able to prioritise competing demands from conflicting sources
- Advanced skills with data analysis and problem solving
- Effective verbal and written communication skills
- Experience of working with internal and external stakeholders across multiple locations and third party vendors/development teams
- Experience working across multiple applications/projects in parallel
- Experience in Business Process and Data Modelling
- Experience in Application Support and Training
- Experience in writing User Manuals
- Experience of working in a large delivery programme a distinct advantage
- Experience in Agile Methodologies
- Experience of estimating effort and input into project planning

Technical/Functional

- Very good understanding of the various technologies
- Experience throughout the entire software development life-cycle
- Good understanding of cloud technologies and integration frameworks
- Good understanding of relational databases and data models
- SQL, SOQL, or other DB query language
- Knowledge of IT-compliance (SOX) and operational excellence models
- Good understanding of Aircraft Leasing a distinct advantage

Client Relationships

- Well-developed vendor management
- Well-developed partner management and relationship building skills
- Positive, can-do attitude towards a demanding internal customer base
- Experience of working with senior stakeholders whilst delivering change and value to the business