

Aviation Systems Consultant

We are an established, dynamic company that provides global software and business solutions to the Aviation and Service Management industries. We've been at the forefront of our industry for over a decade, providing solutions to some of the world's biggest organisations.

Job Title:	Aviation Systems Consultant
Department	Delivery
Reports to:	Programme Director

Job Purpose:

The Zafire Aviation Systems Consultant manages all Zafire IQR's / IVR's effectively by leading and managing the deliverable on the ground as an integral part of our client's and internal teams.

The job purpose is to operate within the confines of Zafire's delivery methodology - the 'Engine Room' to:

- Scope business requirements which can be articulated to business internal and external stakeholders, such as Technical Services Support Developers using appropriate workshop techniques and modelling languages.
- Implement and configure Zafire Products and associated project deliverables, such as changes and enhancements to the Zafire solution.
- Perform Quality Assurance functional tests on Zafire deliverables to isolate and aid in the resolution of product incidents and issues.
- Prepare Zafire product materials and other supporting documents to communicate complex and technical Zafire product information.
- Provide day to day expertise and guidance on the design & implementation of the Zafire Solution.
- Participate in product tenders and sales presentations / demonstrations.

The Aviation Systems Consultant role's utilisation will be balanced between the stages of Zafire's delivery methodology the 'Engine Room' dependant on experience, scope of project and the Zafire IQR / IVR delivery demand.

Primary Responsibilities

- Implement and configure Zafire Products and associated project deliverables, including changes and enhancements to the Zafire solution
 - Resolve any external / internal conflicts and deliver the implementation of new business systems.
 - Collaborate with internal / external stakeholders to anticipate any potential implementation issues, address and resolve.
 - Analyse and determine any solution process problems and aid in the resolution of them.
 - During Zafire Solution implementation respond to customer requests regarding issues in system and enhancements and escalate issues if required.

- Deliver / Participate the 'Engine Room' Stage 4 Product Training and Technical Authorship Workstream to Zafire 'Engine Room' policies, procedures and standards by:
 - Creating, updating and maintaining the company's customer-facing technical documentation library and other supporting documentation.
 - Communicating complex and technical product information and knowledge in an effective, end-user friendly way through:
 - User manuals
 - FAQs
 - Step by step 'How to Guides' guides
 - Videos of the product
 - Product Demos
 - Embedded assistance
 - Online chart portal
 - Support Teams with hotlines
 - Delivering the Zafire product training via media such as Teams/Zoom, or where appropriate and entirely safe to do so, face to face at customers premises.
 - Formulating Zafire's product collateral (documentation or media) within the context of the Zafire Solution utilising the business requirements, end to end business process flows and in some circumstances the Training Needs Analysis.
- Provide day to day expertise and guidance on the design & implementation of the Zafire Product / Solution.
- Collaborate with the Zafire Commercial Team to devise and maintain a strategic product roadmap.
- Highlight and suggest new ways of working to ensure continuous improvement within the Delivery Team.
- Provide Product Knowledge Support to the Zafire Commercial Team, participating in product tenders and sales presentations / demonstrations as required.

Accountabilities

- Follow company systems and procedures at all times to ensure compliance in all aspects of work
- Actively take part in the Company PDR process, which is to be conducted on at least an annual basis
- Actively support and take part in appropriate learning and development opportunities.
- Adhere to health and safety policy and other requirements relating to care of equipment
- Ensure daily completion of any required timesheet
- Demonstrate and work by the Company values at all times
- Additionally, you may be called upon to undertake other tasks within the company as may be reasonably requested based on your knowledge and experience.

Professional Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> Minimum of 5 years of relevant industry experience. Minimum of 3 years training delivery experience 	
Experience	<ul style="list-style-type: none"> Experienced in the intricate operations of Airport working practices Experienced in the design and build of training material Exceptional spoken and written communication skills. Ability to analyse customer problems and processes. Demonstrable experience in assigned Zafire products. 	<ul style="list-style-type: none"> Knowledge of software development methods such as Agile or appropriate modelling skills.
Personal Skills	<ul style="list-style-type: none"> Communicative and outgoing. Forward thinking individual. Problem solver. Ability to adapt to an ever-changing environment. 	

Personal Attributes

<ul style="list-style-type: none"> Strong assignment delivery skills needed and or design requirements to challenging timescales.
<ul style="list-style-type: none"> Capability and flexibility in supporting business development and account activity to help drive growth and new business opportunities.
<ul style="list-style-type: none"> Ability to operate sensitively in situations where there is uncertainty and potential for conflict.
<ul style="list-style-type: none"> Ability to plan, organise and communicate effectively to individuals and teams as part of delivering challenging objectives within a client environment.
<ul style="list-style-type: none"> Skilled people motivator, a self-starter possessing the drive and courage to meet and exceed performance management targets.
<ul style="list-style-type: none"> Ability to build credibility and thought leadership across Zafire and with external clients in their area of focus.
<ul style="list-style-type: none"> Be regarded as a Subject Matter Expert (SME) and an innovative and progressive thinker, recognised by clients and peers as an authority in their chosen SME area.
<ul style="list-style-type: none"> Adept and adaptable communicator, negotiator and forward thinker, bringing fresh thinking, thought leadership and innovation to our clients and markets using highly effective inter-personal skills, verbal and written communications.

Name:		Manager:	ADRIAN JONES
Signature:		Signature:	
Date:		Date:	