

Job Description

SriLankan IT Systems drives the airline's IT strategy through digital transformation, technology adoption, data modeling, business intelligence, and business continuity. The focus is on transforming business and operational processes, expanding digital passenger reach, and improving customer experience through solutions design, development, and integrations while enhancing airline IT domain knowledge. Award-winning SriLankan IT team is seeking a dynamic individual to join as a Lead Business Intelligence Analyst.

The individual is responsible of assisting the Lead the Business Intelligence (BI) team to transform data into insight by managing data retrieval and analysis. Be the focal point in handling the BI needs of the airline through technical expertise, analyzing data to determine airline needs while benchmarking with industry leads and communicating with senior management.

Function as a thought leader and change agent for the use of visualization of management and operational information across the organization. Visualize information via business intelligence (BI) practices and tools, using data sources of reservations, ticketing, operations, finance, revenue management, marketing, human resources and maintenance.

Liaise with IT Security and IT Service Management teams to enforce and maintain industry best practices, policies and procedures, and maintain a secure and quality BI platform.

Key responsibilities will include:

- Act as the single point of contact for technical expertise for BI, visualization and data processing, ensuring efficient Extract, Transform and Load (ETL) workflows and optimized stored procedure, especially in management information and operational efficiencies, ensuring timely and effective delivery of solutions.
- Execution and developments of relevant Extract, Transform and Load (ETL) processors, including monthly data extractions, transformations & loading processes, Monthly evaluation on the ongoing projects with key stakeholders.
- Providing customer centric initiatives using data analysis for enhancements in airline customer experience journey.
- Providing support in tracking KPIs throughout the airline and providing support in actioning the tasks identified at BRM (Business Relations Management) meetings for all the Divisions.
- Study latest developments in airline BI strategies and identify how those can be adopted by UL IT to improve efficiency & productivity of data insights.
- Utilize BI processes and tools to identify revenue leakages, possibilities to gain additional revenues, provide information for new market opportunities.

Requirements

- Bachelor's Degree * in relevant field from a recognized University with minimum of 04 years post qualifying Relevant Experience (* Engineering, Computer Science, General Science with Mathematics, Management Information Systems, Applied Statistics.)
OR
- Full professional qualification equivalent to NVQ Level 7 with 6 years post qualifying experience in a relevant discipline.

Age to be not more than 35 years as at 03rd April 2025 which is the closing date.

Be a Sri Lankan Citizen.

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.

Job Information

Grade
8.2

Department Name
Information Technology

Date Opened
24/03/2025

Application Closing Date
03/04/2025

Job Type
Full time

Industry
Airline - Aviation

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450