



Position Snapshot

Position title	e-commerce Systems Performance Analyst
Business/ Division/ Department	Information Technology
Location	Brisbane Head Office
Reports to	Sanjot Dalvi
Direct reports	none

Organisational Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award-winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result, every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

Values



Overall Impact Statement

The role of e-Commerce Systems Performance Analyst is to be responsible for implementing and maintaining the day-to-day (Business as Usual) applications and platforms process and procedures that produce revenue for Virgin Australia ensuring commercial, customer & legal objectives are met.

The Systems Performance Analyst will work closely with relevant internal and external stakeholders to prioritise and monetize the existing issues and defects with the aim of returning maximum functionality to the online revenue-raising applications and platforms –

virginaustralia.com

internet booking engine

agency bookings

Apps (iOS/Android)

Virgin Australia holidays booking engine

Check In

The systems performance analyst will keep a close 'pulse' of the online environments and will be part of a team who is the first point of call for any issues via a variety of sources.

Key Accountabilities

Accountability	Activity	Metric
Financial	Prioritise defects across range of platforms based on set commercial guidelines	Defects prioritised and high-value faults rectified in a timely manner
Safety	Work closely with legal teams to understand and ensure legal obligations for all online applications	Review and work with e-Commerce product team to plan changes to ensure Virgin Australia E-commerce products are compliant (e.g. DOT, Accessibility)
Operational	<p>Co-create and maintain the artefacts that map the outages and BAU change processes for each platform</p> <ul style="list-style-type: none"> ▪ Implement the outage process when required ▪ Assist with outage process documentation ▪ To be the subject matter expert for all revenue-raising platforms and applications ▪ Monitor analytics and social media channels daily to ensure system stability and respond where necessary based on set guidelines ▪ Monitor GR feedback to drive continual improvements ▪ Proactively suggest improvement to products to drive commercial and customer objectives 	<p>Process documentation created and agreed by all internal stakeholders.</p> <ul style="list-style-type: none"> ▪ On-call process within team implemented swiftly when needed ▪ Regularly communicate to relevant internal stakeholders ▪ Over-arching and detailed understanding of all relevant applications and platforms developed ▪ Negative feedback is reduced ▪ Social media and GR issues tracked and actioned
Customer	<ul style="list-style-type: none"> ▪ Working with delivery partners, assist with analysis, definition and document the software development lifecycle for all e-Commerce applications and platforms ▪ Request and align configuration changes for testing and production environments with relevant IS teams ▪ Implement required reporting tasks when relevant and required 	<ul style="list-style-type: none"> ▪ Software lifecycle developed and defined ▪ Test and production environments aligned to support initiatives of e-Commerce Product team and relevant IS teams ▪ Alignment of process across all products and relevant departments ▪ Irregular reporting noted and items actioned to remediate ▪ Regular validation and support for User Acceptance Testing ▪ Reporting delivered on-time and to stakeholder expectations
People	Engage and manage stakeholder expectations with inter-departmental counter-parts	Relevant departments regularly communicate and align resources to support company objectives

Key Requirements

	Essential	Desirable
Knowledge/qualifications	<p>Industry IBE, Mobile and website knowledge and experience</p> <p>Ecommerce project lifecycle management</p> <p>Large scale E-commerce system management experience</p> <p>Software development lifecycle management experience</p> <p>Airline fares and ticketing knowledge</p> <p>Analytics & reporting skills</p> <p>Corporate booking engine tools experience</p>	<p>Degree or equivalent in a subject with E-Commerce / Commercial / IT</p> <p>Understanding of digital marketing principles & methods</p> <p>Merchandising & retailing experience</p> <p>Business Analysis training</p>
Skills	<p>Excellent written and verbal skills with the ability to communicate on an executive level.</p> <p>Ability to engage business counterparts to understand business strategy and transform into a product prioritisation list across all platforms</p> <p>A planned and systematic approach to business improvement that relies on detailed analysis and collaboration to produce specific outcomes</p> <p>Proven interpersonal skills</p> <p>Ability to work in a team environment & with broader stakeholders</p>	<p>Website development experience</p> <p>System analyst experience</p> <p>Airline product management experience</p>
Experience	<p>Proven experience within a commercial environment</p> <p>At least 2 years Airline experience</p> <p>At least 2 years of experience in the field of e-Commerce</p> <p>A proven ability to build strong relationships that result in stakeholder satisfaction</p> <p>Experience in managing multiple products</p>	<p>Proven track record of successfully managing e-Commerce platforms</p> <p>2+ years software development experience</p>

Competencies

Delight Customers	<p>Initiates customer centric solutions</p> <p>Seeks to enhance customer experiences and improve outcomes</p> <p>Seeks and identifies opportunities to surprise and delight customers (internal and external)</p> <p>Supports digital transformation initiatives and understands how they can improve processes and customer interactions</p>
Communicate & Engage	<p>Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise</p> <p>Builds rapport and proactively strengthens connections with others</p> <p>Tailors messages for maximum impact</p> <p>Leverages different mediums to present information and ideas</p>
Connect & Partner	<p>Builds trusting, cooperative partnerships, supporting others in challenging situations</p> <p>Embraces collaboration and connection beyond organisation boundaries</p> <p>Actively seeks opportunities to partner with others to achieve extraordinary outcomes</p> <p>Checks and aligns own work with team goals</p>
Embrace Change	<p>Embraces change, seeing it as an opportunity to drive business improvement</p> <p>Acts as a change advocate, sharing information and promoting change to others</p> <p>Displays resilience and flexibility, remaining focused on achieving outcomes</p>
Innovate & Improve	<p>Identifies issues in existing systems and processes that may not be obvious to others</p> <p>Challenges the status quo and offers progressive ideas and solutions</p> <p>Recognises ideas of all stakeholders and encourages innovative approaches</p> <p>Embraces digital opportunities in data analytics to improve processes and customer insights</p>
Diversity of Thinking	<p>Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders</p> <p>Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</p> <p>Expresses own point of view and challenges basic assumptions</p>
Strategy & Direction	<p>Achieves objectives within own job area to deliver results aligned to the Group's strategy</p> <p>Promotes team understanding of Group's purpose and strategy and contribution of work to the Group's direction</p> <p>Considers whether short term goals support long term objectives</p>
Drive Business Outcomes	<p>Shows energy, enthusiasm and initiative for achieving goals</p> <p>Seeks guidance and support to address obstacles and achieve set goals</p> <p>Plans work to deliver within expected timeframes</p>
Motivate others & Self	<p>Understands and values the skills, knowledge and experiences that others bring</p> <p>Integrates feedback and takes responsibility for achieving own goals</p> <p>Demonstrates a high level of personal motivation to learn</p>