

JOB DESCRIPTION

Job Title	Digital Innovation & Analytics Officer
Reports To	Chief Digital & Experience Officer (CDXO)
Department	Digital & Experience
Location	Kigali, Rwanda
Job Type	Full-time

About Ecofleet Solutions Ltd

Ecofleet Solutions Ltd is a government-owned company leading the modernization of public transport in Rwanda, starting with Kigali. We own and operate the city's public bus fleet and are responsible for setting service standards, operational SLAs, and shaping the overall transport ecosystem.

Ecofleet is committed to building a smart, efficient, and sustainable transport system, drawing on global best practices, technology, and data to improve urban mobility. Our long-term vision includes a transition to electric vehicles and green infrastructure, positioning Kigali as a model for eco-friendly urban transport in Africa.

1. Role Summary

The Digital Innovation & Analytics Officer drives data-driven decision-making and innovation across Ecofleet's operations and digital ecosystem. Reporting to the CDXO, the role focuses on transforming data into actionable insights, identifying opportunities for innovation, and supporting the continuous improvement of services, systems, and customer experience.

The Officer plays a central role in analytics, reporting, and digital innovation, working across departments to unlock value from data and support strategic and operational performance.

2. Scope of the Role

- Develop and manage data analytics frameworks and reporting systems
- Analyze operational, financial, and digital data to generate insights
- Identify and support implementation of digital innovation initiatives
- Build dashboards and visualization tools for decision-making
- Support predictive analytics and performance optimization efforts
- Promote a data-driven culture across the organization

3. Key Responsibilities

- Collect, clean, and analyze data from multiple sources (FMS, finance systems, digital platforms, operations)
- Develop and maintain dashboards and reports for operational and executive use
- Identify trends, inefficiencies, and improvement opportunities across fleet operations and customer experience
- Support development of predictive models (e.g., demand forecasting, maintenance planning, route optimization)
- Collaborate with the M&E Officer to align KPI tracking and reporting frameworks
- Work with the FMS Product Officer and Platform & UX Officer to enhance data availability and usability
- Explore and recommend innovative digital solutions (automation, AI, data tools) to improve performance
- Support pilot projects and innovation initiatives with data analysis and evaluation
- Ensure data quality, consistency, and governance across systems
- Present insights and recommendations to leadership in a clear and actionable manner

4. Indicators of Success

- Availability of accurate, timely, and actionable analytics dashboards
- Increased use of data in operational and strategic decision-making
- Measurable improvements driven by data insights (efficiency, cost savings, service quality)
- Successful implementation of innovation initiatives and pilots
- Strong alignment between analytics outputs and business needs
- Improved data quality and consistency across systems

5. Working Relationships

Internal

- CDXO: Strategic direction on analytics and innovation priorities
- FMS Product Officer: Access to fleet data and system-based insights
- Platform & UX Officer: User behavior analytics and experience optimization
- Enterprise IT & Cybersecurity Officer: Data infrastructure, security, and governance
- M&E Officer: Alignment of KPIs, reporting standards, and performance frameworks
- COO: Operational insights and performance optimization
- CFO: Financial analytics and cost optimization
- CSEO: Sustainability metrics and environmental performance tracking

External

- Data and analytics solution providers
- Consultants and research partners

- Innovation and technology partners

6. Core Competencies & Skills

- Strong analytical and data interpretation skills
- Proficiency in data tools (Excel, Power BI, SQL, or similar)
- Understanding of data modeling, visualization, and reporting
- Ability to translate data into actionable insights
- Curiosity and innovation mindset
- Strong communication and presentation skills
- Attention to detail and data accuracy

7. Values & Cultural Fit

- Data-driven mindset and commitment to evidence-based decisions
- Curiosity and continuous improvement
- Collaboration across departments
- Accountability and ownership of insights and outcomes
- Passion for innovation in mobility and public service

8. Qualifications & Experience

Minimum:

- Bachelor's degree in Data Science, Statistics, Economics, Engineering, Information Systems, or related field
- 3–5 years' experience in data analysis, analytics, or digital innovation roles

Preferred:

- Experience in transport, logistics, energy, or infrastructure sectors
- Strong skills in Power BI, SQL, Python, or similar tools
- Experience with predictive analytics or machine learning (basic to intermediate)
- Experience working with cross-functional teams and executive stakeholders
- Exposure to digital transformation or innovation projects

• How to Apply

- Interested candidates are invited to submit their applications via email to careers@ecofleet.rw. All application documents must be compiled into one single folder/file labeled with the subject of the position applied for. Applications must include: a cover letter addressed to Aubin RUKERA – Chief Executive Officer, Ecofleet Solutions Ltd, a detailed Curriculum Vitae (CV), certified copies of academic and professional certificates, and contact details of three (3) previous supervisors.
- **Application deadline: 20th August 2026.**

- Only candidates who meet the required qualifications and relevant experience will be shortlisted and contacted for interviews.
- Ecofleet Solutions Ltd reserves the right to close or withdraw this advertisement at any time once a sufficient number of applications have been received.
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- **Done in Kigali, 6th August, 2026.**