TRINIDAD & TOBAGO CIVIL AVIATION AUTHORITY

The Trinidad and Tobago Civil Aviation Authority (TTCAA) is mandated to regulate and administer a safe civil aviation system whilst ensuring that Trinidad and Tobago properly discharges its obligations under international civil aviation agreements and treaties. The TTCAA is seeking to recruit a suitably qualified person for the following contract position:

EXTERNAL ADVERTISEMENT

FOR THE POSITION OF

ENTERPRISE BUSINESS SYSTEMS AND DIGITAL TRANSFORMATION SPECIALIST

The Enterprise Business Systems (EBS) and Digital Transformation (DT) Specialist is responsible for leading the Authority's enterprise-wide digital transformation initiative by identifying, analysing, documenting and redesigning business processes across all departments and translating those requirements into comprehensive business, functional and technical specifications for the procurement and implementation of integrated enterprise software solutions.

The incumbent will serve as the Authority's lead business transformation resource, ensuring that all proposed digital solutions align with TTCAA's strategic objectives, governance framework, regulatory obligations, operational requirements and future organisational growth.

The position will also oversee the planning, procurement support, implementation, testing, change management and successful deployment of the selected enterprise systems.

KEY RESPONSIBILITIES:

1. **Enterprise Business Analysis**
   Lead detailed consultations with every department to document business functions, current operating procedures, pain points, existing systems, information flows, reporting requirements, legislative obligations, regulatory requirements, approval processes, manual activities, and opportunities for automation.

2. **Business Process Mapping**
   Develop comprehensive "As-Is" process maps. Design future "To-Be" business processes incorporating automation, digital workflows, electronic approvals, self-service functionality, mobile capabilities, artificial intelligence opportunities, and paperless processes. Develop process maps using recognised methodologies (e.g., BPMN or equivalent).

3. **Requirements Development**
   Prepare:
   - Business Requirements Specifications (BRS)
   - Functional Requirements Specifications (FRS)
   - Technical Requirements Specifications
   - Non-Functional Requirements
   - Data Requirements
   - Reporting Requirements
   - Integration Requirements
   - Security Requirements
   - User Requirements
   - Regulatory Compliance Requirements
   - Ensure all specifications are procurement-ready.

4. **Enterprise Architecture Assessment**
   Assess existing software, infrastructure, network capability, database environment, cloud readiness, cybersecurity posture, disaster recovery capability, and integration capabilities. Recommend the preferred enterprise architecture.

5. **Business Intelligence**
   - Risk Management
   - Performance Management
   - Workflow Automation
   - Board Management
   - Electronic Forms
   - Mobile Applications
   - AI-enabled services
   - Recommend whether solutions should be a single integrated platform or best-of-breed integrated applications, and whether they should be cloud, on-premises, or hybrid.

6. **Procurement Support**
   Prepare procurement documentation including Scope of Services, Statement of Requirements, Technical Specifications, Evaluation Criteria, Functional Evaluation Matrix, Vendor Demonstration Scripts, Implementation Requirements, Service Level Requirements, Support Requirements, Training Requirements, and Acceptance Testing Criteria. Provide technical support throughout the procurement process and vendor evaluation.

7. **Project Management**
   Develop and manage the Project Charter, Implementation Plan, Project Schedule, Budget Monitoring, Risk Register, Communication Plan, Stakeholder Engagement Plan, Quality Assurance Plan, and Implementation Roadmap. Coordinate project activities across all departments.

8. **Implementation Management**
   Oversee system configuration, data migration, data cleansing, integration activities, User Acceptance Testing, pilot implementation, production rollout, aftercare support, and benefits realisation.

9. **Change Management**
   Develop and implement a Change Management Strategy, Stakeholder Communication Plan, end-user engagement programme, user training programme, super-user network, change readiness assessments, and adoption metrics.

10. **Governance**
    Establish project governance arrangements including Steering Committee reporting, executive updates, risk reporting, issue escalation procedures, quality reviews, and vendor performance monitoring.

11. **Performance Measurement**
    Develop KPIs measuring process efficiency, automation levels, cycle time reductions, paper reduction, user adoption, customer satisfaction, cost savings, and return on investment.

Deliverables

1. Project Charter
2. Enterprise Digital Transformation Strategy
3. Current State (As-Is) Assessment Report
4. Future Stare (To-Be) Operating Model
5. Enterprise Business Process Maps
6. Business Requirement Specification
7. Functional Requirements Specification
8. Technical Requirement Specification
9. Enterprise Architecture Assessment
10. Data Migration Strategy
11. Integration Strategy
12. Cybersecurity Requirements Report
13. Digital Records and Document Management Strategy
14. Change Management Strategy

15. Training Strategy
16. Procurement Strategy
17. Procurement-ready Scope of Requirement
18. Evaluation Methodology
19. Implementation Roadmap
20. Vendor Evaluation Reports
21. Project Status Reports
22. User Acceptance Testing Plan
23. Go-Live Readiness Assessment
24. Post-Implementation Review
25. Benefits Realisation Report
26. Final Project Close-Out Report

QUALIFICATIONS & EXPERIENCE:

- Master's Degree in Information Systems, Computer Science, Business Administration, Digital Transformation, Project Management or a related discipline.
- Professional certifications such as PMP, Change Management, Lean Six Sigma or equivalent certification.
- A minimum of eight (8) years' experience in Enterprise Business Analysis, Digital Transformation, Business process re-engineering, business requirement development, stakeholder engagement and change management.

Interested candidates should submit their application along with copies of all relevant qualifications/academic certificates by 23 November 2026 to ttcaacareers@caa.gov.tt.

Unsuitable applications will not be considered.