

ECOFLEET SOLUTIONS LTD

JOB DESCRIPTION

DIGITAL INNOVATION & ANALYTICS OFFICER (1)

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

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

The Digital Innovation & Analytics Officer develops and manages data analytics frameworks and reporting systems, analyzes operational, financial, and digital data to generate insights, and identifies and supports the implementation of digital innovation initiatives. The role builds dashboards and visualization tools for decision-making, supports predictive analytics and performance optimization efforts, and promotes 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. WORKING RELATIONSHIPS

The Digital Innovation & Analytics Officer maintains the following key working relationships:

Relationship	Nature of Engagement
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.
Data & Analytics Solution Providers	Tools, platforms, and technical support.
Consultants, Research & Innovation Partners	Support on analytics and innovation initiatives.

5. 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.

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. PREFERRED QUALIFICATIONS

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.