

PPS (Passenger Processing System) Manager

Position: PPS Manager

Location: Delhi

Experience :7-10 Yrs

Job Summary:

The PPS Manager is responsible for overseeing and ensuring the smooth operation of the Passenger Processing System (PPS) at the airport. This role involves managing end-to-end passenger processing technology, including check-in systems, boarding gate solutions, and baggage handling systems. The PPS Manager works closely with stakeholders to ensure efficiency, compliance, and an enhanced passenger experience.

Roles & Responsibilities:

- **PPS Operations Management:**

- Oversee daily operations of the Passenger Processing System, ensuring system uptime, reliability, and efficiency.
- Coordinate with airline partners, ground handling teams, and airport stakeholders to ensure seamless passenger processing.

- **Compliance and Security:**

- Ensure all PPS operations comply with aviation security standards, airport regulations, and data privacy requirements.
- Implement cybersecurity measures to protect passenger data and system integrity.

- **Stakeholder Collaboration:**

- Act as the primary point of contact for airlines, ground staff, and IT teams regarding PPS-related concerns.
- Conduct regular training sessions for airport personnel on the effective use of PPS tools and systems.

- **Data Analysis and Reporting:**

- Analyze system performance metrics and prepare reports to identify areas for improvement.
- Provide insights and recommendations to optimize passenger processing time and enhance customer satisfaction.

- **Project Management:**

- Lead PPS-related projects, including system upgrades, new installations, and process improvement initiatives.



- Manage budgets, timelines, and vendor contracts for PPS projects.

Qualifications and Skills:

- **Educational Background:**

- Minimum Bachelor's degree in information technology, Computer Science or related field.

- **Experience:**

- Minimum of 8 years of experience in managing airport systems, preferably in PPS or related technologies (e.g., check-in systems, boarding gates).
- Proven experience in stakeholder management and cross-functional coordination.

- **Technical Skills:**

- Knowledge of common PPS platforms and technologies (e.g., Amadeus, SITA, Collins Aerospace).
- Familiarity with IATA standards, airport security protocols, and data protection regulations.

- **Soft Skills:**

- Strong problem-solving and analytical abilities.
- Excellent communication and interpersonal skills.
- Ability to manage high-pressure situations and prioritize tasks effectively.

- **Certifications (Preferred):**

- Certification in Aviation Systems or IT Service Management (e.g., ITIL, PMP).
- Relevant certifications in PPS platforms or airport operations.

Key Competencies:

- Customer-centric mindset to enhance passenger experience.
- Strong organizational skills with attention to detail.
- Leadership ability to manage teams and drive process improvements.