Windward Islands Airways International (Winair) N.V.
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Windward Islands Airways International (Winair) N.V. is the successful airline of St. Maarten. We have a long history and are doing well in a dynamic, international setting, Currently, we have over 260 employees, but we expect to grow substantially in the upcoming years. Winair is committed to investing in its employees, empowering them, and creating an exceptional workplace for ambitious professionals. To support further growth, Winair is looking for a :

Application Operations Coordinator

Organizational Relationship

Reports to: Commercial Director

About the Role

We are looking for an Application Operations Coordinator to support our Operations and Reservations teams in managing the applications that power our daily processes.

In this role, you will act as the key intermediary between the business and various application providers. You will ensure that system issues are resolved efficiently, enhancements are implemented smoothly, and operational teams receive the support they need to work effectively.

If you enjoy problem-solving, coordinating between teams, and improving processes, this role is an excellent opportunity for you.

Key Responsibilities

- Serve as the central point of contact for operational colleagues regarding system issues and change requests.
- Coordinate with application vendors and IT teams to resolve incidents and implement system improvements.
- Document reported issues, monitor progress, and communicate updates clearly to stakeholders.
- Gather user requirements and translate them into clear technical briefs.
- Support testing activities for system updates and enhancements.
- Maintain system and process documentation.
- Assist with user training and onboarding.
- Drive continuous improvement in system usage and operational workflows.

Your Profile

- Experience in operations, IT support, business analysis, or process management.
- Higher professional education (HBO) degree in IT, Management, or a related field.
- Minimum 3–5 years of experience working with airline systems such as Departure Control Systems (DCS) and Passenger Service Systems (PSS).
- Strong communication, coordination, and interpersonal skills.
- Comfortable working with both operational users and technical teams.
- Strong problem-solving mindset with a structured approach to work.
- Ability to understand how different applications interact within a broader system landscape.
- Proactive, well-organized, and able to manage multiple priorities simultaneously.
- Fluent in English; additional languages are considered an asset.

What We Offer

- A dynamic role at the intersection of operations and technology.
- The opportunity to influence process improvements and system development.
- A supportive and collaborative team environment.
- Professional growth opportunities in operations, IT, or project management.

Interested in Joining Our Commercial Department?

If you believe you are the ideal candidate for this position and are excited to start a new chapter with us, we encourage you to apply.

Please submit the following documents to our Human Resources Department at: **humanresources@flywinair.com**

- A motivational letter
- Your updated resume

If your profile matches our requirements, we will contact you to schedule a formal interview.