



We are LTB400, a specialized IT system for the management, planning, and documentation of aircraft maintenance.

Our goal is to make processes in aviation technology digital, secure, and efficient. We operate and develop our own enterprise resource planning and maintenance management. system internally and are looking for reinforcement in the IT area.

To strengthen our team, we are looking for a



Responsibilities:

- ✦ Personal responsibility and independent work
- ✦ Evaluation, analysis, and review of incoming support tickets, requirements, and enhancement requests
- ✦ Independent understanding and assessment of business needs, issues, and functional requirements

- ✦ Coordination with customers, support, development management, regarding scope, priority, implementation, and delivery timelines
- ✦ Structured planning and support of requirements within a Scrum-based environment
- ✦ Clear and detailed preparation of functional requirements for development and testing
- ✦ Explanation of modules, features, and business processes to developers and testers
- ✦ Identification and consolidation of duplicate or similar tickets from multiple customers to avoid redundant work
- ✦ Assessment of whether a request is a customer-specific project task or an enhancement of the standard software product
- ✦ Precise and complete definition of tickets, user stories, requirements, and acceptance criteria
- ✦ Ensuring that requirements are documented in a clear, understandable, and implementable way
- ✦ Support in prioritizing the product backlog together with departments
- ✦ Close collaboration with development, testing, and support throughout the implementation process
- ✦ Creation of video documentation and written documentation for software modules, components, and features
- ✦ Preparation of complex content in a clear and understandable way for internal and external audiences
- ✦ Contribution to the continuous improvement of processes related to ticket evaluation, requirements management, and product development

Required Skills and Experience:

- ✦ Ability to work in a team and willingness to learn new technologies
- ✦ Committed and motivated
- ✦ Degree in business informatics, computer science, business administration, or a comparable qualification
- ✦ Professional experience as a Product Owner or similar role
- ✦ Experience with support tickets, requirements management, and structured ticket specification
- ✦ Good knowledge of agile working methods, especially Scrum
- ✦ Experience in coordinating with customers, business departments, development, and testing

- ✦ Strong ability to analyze, structure, and prioritize requirements
- ✦ Experience in creating functional documentation, process descriptions, or user documentation
- ✦ Aviation industry knowledge is an advantage, but not mandatory
- ✦ Very good German skills, both written and spoken
- ✦ Very good English skills, both written and spoken
- ✦ Strong analytical thinking
- ✦ Structured, independent, and solution-oriented way of working
- ✦ Excellent communication skills and confident appearance
- ✦ High level of personal responsibility and organizational skills
- ✦ Ability to explain complex matters clearly and precisely
- ✦ Team spirit and enjoyment of working with different internal departments
- ✦ Strong quality awareness and a good sense of priorities and interdependencies
- ✦ Ability to act as an interface between support, customer requirements, and technical implementation

Desirable Additional Skills:

- ✦ Experience with ticketing and project management tools such as Jira, Confluence, or similar systems
- ✦ Experience in creating training materials, tutorials, or video guides
- ✦ Understanding of software modules, business processes, and functional relationships in complex applications
- ✦ Experience in regulated, technical, or process-driven industries

What we offer:

- ✦ Flexible working hours and a modern working environment.
- ✦ Long-term prospects in a growing company
- ✦ Collaboration in a dedicated team

✦ After a successful probationary period, there is the option of working in a hybrid model

We look forward to receiving your complete application documents, stating the earliest possible starting date and your salary expectations for the attention of Mr. Christian Brunnbauer. Ideally, you should send your application by e-mail to kevin.werbelow@ltb400.com.

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