



INTEGRATED AVIATION SYSTEMS

IRELAND LIMITED



#WPEP-2470079

INTEGRATED AVIATION SYSTEMS LI, Unit



32, Rgnl Dev Ct, Dundalk IT, Dundalk, Co.

Louth, A91 RF2W



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



15/09/2026



10/11/2026

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Customer Solutions Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

Integrated Aviation Systems Ireland Limited, trading as IASI, is offering a supervised work experience placement as a Customer Solutions Assistant. The placement gives the participant practical, supported experience of how a software business takes an agreed customer solution from sale through to go-live.

The participant will work under the direct supervision of the mentor, alongside the Sales, Product and Technical teams. All activity is carried out in a supported capacity: the participant will observe, then assist, then take on tasks with review, building confidence progressively over the six months. The participant will not work unsupervised or unsupported at any stage.

No prior aviation or industry experience is required. Full induction, training and ongoing mentoring are provided.

LEARNING OPPORTUNITIES

- REDiFly products: understanding their functionality and how customers use them, through structured training and guided walkthroughs.
- Customer onboarding: observing and then assisting with onboarding and discovery meetings, learning how customer needs are explored and recorded.
- Requirements and documentation: learning how requirements are captured and written up, with the mentor reviewing drafts and giving feedback.
- Working across teams: developing communication skills by supporting the flow of information between Sales, Customers, Product and Technical teams.
- Implementation planning: learning how implementation plans are built and maintained, and assisting with tracking actions and timelines.
- Testing and go-live: observing and assisting with customer testing and go-live, learning how software changes are released safely.
- Cloud environments: developing an understanding of how customer environments are

structured in Microsoft Azure.

- Support handover: contributing to onboarding and support documentation under guidance, and learning how customers move into ongoing support.

SUPERVISION AND SUPPORT

The participant will be mentored by Patrick, who will provide day-to-day direction and be available throughout the working day. Weekly one-to-one meetings will review progress and set the next period's learning goals. Work is reviewed before it is used or shared externally, and the participant will not be solely responsible for any customer-facing deliverable.

WHO THE PLACEMENT SUITS

Anyone interested in developing a career in business analysis or customer solutions within a software environment, who wants to build practical experience of how customer requirements become delivered software. No specific qualification or prior experience is required.

Role Description

The participant will receive a structured training programme of 20 accredited/sector-recognised hours and 40 on-the-job hours, with additional development training supported by the host.

ACCREDITED / SECTOR-RECOGNISED TRAINING:

QQI Work Experience Module, delivered by the Education and Training Board in collaboration with the Department. This module fulfils the accredited training requirement for WPEP - 20 hours

ON-THE-JOB TRAINING - 40 HOURS

- Company induction: structure, teams, policies and ways of working (Mentor) - 4 hours
- Health and safety induction, workstation setup and emergency procedures (Mentor) - 3 hours
- REDiFly product training: functionality, use cases and guided walkthroughs (Product/Technical team) - 8 hours
- Introduction to the Microsoft Azure environment and how customer deployments are structured (Technical team) - 6 hours
- Requirements gathering and technical documentation: standards, templates and reviewed practice (Mentor) - 5 hours
- Customer onboarding process: shadowing discovery and onboarding meetings (Sales/Technical team) - 5 hours
- Implementation planning, testing and go-live: guided walkthrough of a live customer implementation (Technical team) - 4 hours
- Weekly one-to-one mentoring and progress review sessions, approx. 30 minutes per week over 6 months (Mentor) - 5 hours

ADDITIONAL DEVELOPMENT TRAINING AVAILABLE

Microsoft Azure Administrator (AZ-104): supported self-study toward certification, with guided sessions from the Technical team on how the concepts apply to REDiFly customer environments - 10 guided hours

Business analysis foundations: requirements gathering, process mapping and stakeholder engagement, supported by the mentor - 6 hours

Further training needs identified during the placement will be agreed between the mentor and the participant and recorded in the Personal Learning Plan (WPEP2).

- This vacancy is suitable for Remote/Blended working
- **Sector:** information and communication

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0