



JOB DESCRIPTION – ONLINE TECHNOLOGY CONSULTANT

<u>Position Title</u>	Online Technology Consultant
<u>Senior Leadership Team Leader</u>	CIO
<u>Team Leader</u>	Director, Travel Technology
<u>Team Membership</u>	Enterprise Technology - Travel Technology
<u>Location</u>	Virtual or Office
<u>Job Status</u>	Exempt
<u>Supervisory Responsibilities</u>	None
<u>Objective of the Position</u>	To service World Travel Inc. clients across all online booking technologies. Technical resource and critical escalation point for Customers, Online Support, Project Management and Sales/Account Management Teams.
<u>Job Responsibilities</u>	<ul style="list-style-type: none"> • Deploys and services all US and non-US locations • Partner with World Travel Inc. global agencies on implementation and Maintenance • Maintain Global Online Booking Tool Matrix • Requires a thorough understanding of all aspects and use of online technology • Requires a thorough understanding of Global Client requirements • Serve as a multi-national product implementation Subject Matter Expert • Possess solid customer management skills • Utilize standard documentation and processes for all customer tasks to increase efficiencies and consistency while minimizing cost and errors • Triage problems reported via Service Desk and provide solutions and resource for resolution • Act as a team player supporting all other individuals within the team



	<ul style="list-style-type: none"> • Liaison with third-party suppliers to ensure appropriate setup and problem resolution • Conduct Configuration Testing end to end for Online Implementations, as needed • Conduct post implementation calls and annual site audits for assigned customers
<u>Time Spent Performing</u>	<ul style="list-style-type: none"> • 40 hours/week
<u>Competency Requirements</u>	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Comfortable in a customer facing position • Proactive, consultative and analytical with ability to follow through consistently • Self-directed, organized and able to properly prioritize tasks • Ability to work in a fast-paced, stressful environment • Project and Product management ability • Technical Aptitude
<u>Education and Experience Requirements</u>	<ul style="list-style-type: none"> • Bachelor’s Degree or equivalent of minimum 5 years work experience in corporate travel or travel technology • Solid working knowledge of major GDSs and corporate online tools (Concur, Deem, and GetThere preferred). • Expert Microsoft Office (Excel, Word, PowerPoint)
<u>Physical Factors/Environment:</u>	<p>Because this is a position that permits telecommuting / working virtually, the Team Member is responsible for;</p> <ul style="list-style-type: none"> (i) adhering to the company’s telecommuting policy and; (ii) establishing a proper home office
<u>Working Conditions; Schedule:</u>	US based business hours with schedule flexibility across time zones, as required.
	<i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i>