

# Technical Product Consultant

<u>Objective of the Position:</u>	The technical product consultant is responsible for the successful onboarding of customers onto a variety of proprietary and third-party solutions. The technical product consultant is also responsible for supporting internal and external customer issues, questions, and change requests post implementation. Additionally, this role assists in creating test plans and executing scenarios to validate functionality is working as designed.
<u>Essential Duties and Responsibilities</u>	<p>This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.</p> <ul style="list-style-type: none"> <li>• Product Technical Implementations               <ol style="list-style-type: none"> <li>1. In coordination with Product Management</li> <li>2. Technical requirements, project management, technical product bugs – third party and proprietary</li> </ol> </li> <li>• Product Testing               <ol style="list-style-type: none"> <li>1. Go to market testing, enhancements, technology upgrades, quality testing standards.</li> </ol> </li> <li>• Client Discovery               <ol style="list-style-type: none"> <li>1. Client facing discovery calls to determine client needs and recommend product configuration.</li> </ol> </li> <li>• Client Product Implementations               <ol style="list-style-type: none"> <li>1. Third party and proprietary product implementations (except for OBT and mid-office)</li> <li>2. Adhere to project plans and milestones.</li> <li>3. Execute SOW and ensure billing for revenue generation.</li> </ol> </li> <li>• Cross functional collaboration with internal team members including account management, operations technology, travel technology, and operations.</li> <li>• Product support for internal and external customers</li> </ul>
<u>Time Spent Performing Essential Functions (Generally):</u>	<p>50% responding to and resolving service requests and issues.</p> <p>30% creating and executing test plans.</p> <p>20% product onboarding and client interactions</p>
<u>Key Competencies</u>	<ul style="list-style-type: none"> <li>• A positive can-do attitude with a growth mindset</li> <li>• Customer-focused and service-oriented</li> <li>• Communication proficiency – verbal and written; appropriate use of grammar.</li> <li>• Technical aptitude</li> <li>• Organizational and planning skills; project management</li> <li>• Information gathering and monitoring skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Problem analysis and problems solving skills.</li> <li>• Sound judgment and decision-making ability</li> <li>• Attention to detail and accuracy.</li> <li>• Flexibility: ability to work efficiently and effectively with frequent interruptions</li> </ul>
<u>Knowledge, Skills, and/or Abilities</u>	<ul style="list-style-type: none"> <li>• Current World Travel, Inc. employee with 2+ years in current position or 5+ years' experience in the travel industry</li> <li>• Preference given to experience in corporate travel or travel technology.</li> <li>• Expert Microsoft Office (Excel, Word, PowerPoint)</li> <li>• Intermediate knowledge of GDS functions and reporting integrations</li> <li>• Intermediate knowledge of APIs, databases, and system processes</li> <li>• Basic understanding of Online Booking Tool functionality</li> <li>• Basic understanding of COMPLEAT and mid office routines</li> <li>• Demonstrated ability to work with vendors and development resources to reach a common goal.</li> <li>• Project management experience desired</li> </ul>