**

JOB DESCRIPTION

**Role: Technical Customer Support Executive**

**Reports to: Technical Help Desk Team Leader**

Lime Management is a specialist flight consolidator and services provider for British Airways and International Airlines Group (IAG).

As part of our continued close relationship with British Airways, this role will be part of the customer face of British Airways New Distribution Capability (NDC) program. NDC is an XML based API that allows travel sellers to connect to British Airways fares and inventory. As such it will require an understanding of API’s and require some technical investigative work.

This is an exciting opportunity to join a rapidly expanding area of the business for someone who has strong customer support skills and some technical experience and is prepared to throw themselves into the role and wants to see their career grow.

**Key objectives:**

* Work within a travel trade and developer support level 1 help desk, providing quality services for customers.
* Be the first point of contact for these customers when they require any assistance.
* Investigate queries from customers during their integration of the API.
* Investigate technical queries and problems, including working with XML files.
* Investigate fare and pricing related queries.
* Answer any general questions from customers about the API product.
* Understand customer businesses and how they use the API.
* Investigate and escalate any reports of outages and down time.
* Provide support and be recognised as a subject matter expert on the API product and related systems.
* Assist in User Acceptance Testing (UAT) of new API functionality, fixes and version upgrades.
* Service the on-boarding of new customers.
* Liaise with system development teams, product owners and other relevant teams.
* Contribute to knowledge base comments and articles to further internal and external knowledge transfer.
* Document processes and FAQs.
* Produce user guides.

**Tasks & Responsibilities** (*These include, but are not limited to)***:**

* Investigate all queries to see if we can provide a fix or answer.
* Triage issues to the relevant department if we are unable to answer a query or provide a fix ourselves.
* Follow issues through to resolution in conjunction with various departments.
* Communicate updates, answers and fixes to customers as required.
* To carry out User Acceptance Testing plans created as required.
* Suggest practical improvements to processes.
* Look to increase online documentation and self-help system usage.

**General**

* Be a committed, enthusiastic and supportive team member.
* Answer phones and respond to queries to company standards.
* Be aware of company and teams’ goals, aims and SLA’s and strive to achieve at every opportunity.
* Deliver an efficient and professional service to customers.
* Attend and contribute in a positive and objective manner at team meetings or any relevant departmental/company meetings.
* Compile accurate business communications and reports as required.
* Acknowledge correspondence within set standards and timescales.
* Assist other departments when and where necessary to ensure business continuity and minimum standard performance.
* Strive to continuously improve the quality (presentation, accuracy and coverage) of information relevant to the product.
* Aim to “self-learn / develop” skills and understanding of industry practices, procedures and policies that would impact on the team.

**The ideal candidate will be able to demonstrate knowledge or have experience with:**

**Preferable:**

1. Knowledge of and experience of working with API’s in a support or help desk role.
2. Be able to work with and investigate XML files.
3. Have worked with help desk software in the past, such as Jira service desk.
4. Can investigate the details of a problem, and not take things a face value.
5. Strong customer service ethic.
6. Knowledge of Outlook, Excel & Word.
7. High levels of accuracy.
8. Strong at prioritising and time-management.

**Desirable:**

1. Knowledge of net airline fares & rules.
2. Knowledge of NDC and other travel industry specific APIs.
3. Booking & Pricing via GDS.
4. Commercially astute.