JOB DESCRIPTION

**Role: Travel Systems Support and Test Coordinator – Trainee**

**Reports to: Team Leader**

**Company**

The Travel Innovation Group is the parent company for Lime Management, Aviate Management and Calrom. Aviate Management is a specialist flight consolidator representing over 60 major airlines, and Lime is a flight consolidator and service provider for British Airways and the IAG group. Our business is built on automation, and systems which are mainly developed by our own software development company, Calrom.

Our portfolio of innovative products and service solutions aid businesses from travel organisers to airlines, from singular fare services to full business process outsourcing - and plenty in between. This is an exciting opportunity to join a rapidly expanding business for someone who is prepared to throw themselves into the role and wants to see their career grow.

**Key objectives:**

* To become an expert on GDS systems usage and internal systems to enable you to provide support
* Assist in day to day usability of key systems, their business process and enhancements
* Use native GDS for investigation and testing of systems issues and enhancements
* Liaise with system development teams
* Document system issues, enhancements and processes
* Assist in producing user guides

A comprehensive training programme will be given to cover the technical elements of the role. You will also be allocated a mentor to support you during the training programme and a regular review process will be implemented.

**Tasks & Responsibilities – as knowledge grows:***These include, but are not limited to***:**

* Report new issues to system development teams
* Follow issues through to resolution in conjunction with system development teams using tracking software
* Communicate system fixes internally/externally as required
* To carry out testing plans created in conjunction with our Systems Development Manager.
* Proactively test systems for accuracy, speed and up to date information
* Suggest practical improvements
* Look to increase system usage, and reduce off-line activity
* To work closely with Accounts team on daily invoicing procedures
* Assist Operations team with systems advice and training
* Assist Operations team with GDS advice and training
* Report and follow up on GDS issues
* Provide internal systems training
* Assist Sales team with external systems training webinars
* Assist Sales team maintaining CRM with mass data uploads and CRM modification
* Assist with reporting queries

**General**

* Be a committed, enthusiastic and supportive team member
* Answer phones and respond to queries to company standards
* Answer other department’s phones when necessary
* Be aware of company’s goals and aims and strive to achieve at every opportunity
* Deliver an efficient and professional service to Aviate’s internal and external customers
* Attend and contribute in a positive and objective manner at team meetings or any relevant departmental/company meetings
* Compile accurate business letters/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
* Maintain systems to ensure quality control
* Strive to continuously improve the quality (presentation, accuracy and coverage) of information relevant to the business