

JOB DESCRIPTION

**Role: Trainee Product Support – Travel Systems**

**Reports to: Product Manager**

Aviate Management is a specialist flight consolidator representing over 60 major airlines, and Lime is a 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. This role will be critical to the effectiveness of both our internal and customer facing software. It will require a good understanding of flight sales, and of travel reservation systems.

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:**

* Provide support and be recognised as a subject matter expert on internal systems and GDS systems
* Take part in User Acceptance Testing on system releases
* Produce test plans
* Assist in scoping of new development and system enhancements
* 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
* Read XML requests and responses for investigation and testing of systems issues and enhancements
* Triage cases internally between developers and other departments within the business
* Document system enhancements and processes
* Produce user guides

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

* Scope and document system enhancements and new functionality
* To create and carry out testing plans created in conjunction with our Product Manager
* Report and follow issues through to resolution in conjunction with system development teams using tracking software
* Communicate system fixes internally/externally as required
* Proactively test systems for accuracy, speed and up to date information
* Suggest practical improvements
* Look to increase system usage, and reduce off-line activity
* Assist Operations team with systems advice and training
* Report and follow up on GDS issues
* Provide internal systems training
* 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
* Be aware of company’s goals and aims and strive to achieve at every opportunity
* Deliver an efficient and professional service to TIG’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
* Aim to “self-learn / develop” skills and understanding of industry practices, procedures and policies that would impact on Aviate

**Key Skills:**

1. Knowledge of net airline fares & rules (desirable, but training will be provided).
2. Booking & Pricing via GDS (desirable, but training will be provided).
3. Comfortable reading XML requests and responses (desirable, but training will be provided).
4. Commercially astute.
5. Strong customer service ethic.
6. Knowledge of Outlook, Excel & Word.
7. High levels of accuracy.
8. Prioritising and time-management.