



JOB DESCRIPTION

<u>Position Title:</u>	Business Solutions Analyst
<u>Senior Leadership Team Leader:</u>	SVP Business Solutions
<u>Team Leader:</u>	Managing Director, Business Solutions
<u>Team Membership:</u>	Business Solutions
<u>Location:</u>	TBD
<u>Job Status:</u>	Non- Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Job Summary:</u>	<p>Business Process Analysts are liaisons between World Travel, Inc.’s clients (business users or end-users) and the company’s technical systems/information. This position creates an interface between clients and processes or information technology systems. The aim of this position is to align Sales, Client & Consulting Services, Operations and MIS/IT so that the resulting system supports both client specific and company-wide business objectives. This position’s primary responsibility is to help World Travel, Inc.’s Business Solutions staff (primarily on-line support and development) understand the business process that the information system is part of and to help clients understand the constraints and complexity around the information systems used by World Travel, Inc. In short, a Business Process Analyst bridges the gap between the technical requirements and either a client’s or the company’s business objectives</p>
<u>Essential Functions:</u>	<ul style="list-style-type: none"> • Act as a liaison between Business Solutions and other business units as necessary. • Serve as the conduit between World Travel, Inc.’s client community (end-users) and internal and external customers. • Open and maintain lines of communication to monitor and improve clients’ satisfaction with World Travel. • Provide a single, technical point of contact for clients and acts as a conduit between clients and all of World Travel’s departments. • Make recommendations for information technology/system enhancements that would benefit clients. • Conducts interviews and performs analysis in order to create strong business cases for new projects.



	<ul style="list-style-type: none"> • Conducts preliminary investigation for all technical project requests. Reviews requirements, specifications, tests, support and training plans to ensure they are in line with client needs and/or other business units' objectives on projects. • Participate in regular Business Solutions Team meetings. • Collaborate with other subject matter experts within World Travel to establish clear vision and achievable goals that consider tradeoffs between usability and performance needs.
<u>Competency and Position Requirements</u>	<ul style="list-style-type: none"> • Excellent written and oral communication skills. • Broad knowledge of travel industry information systems and their application. • Excellent analytical skills. • Ability to gather and translate business requirements or objectives. • Ability to evaluate potential solutions and aligning them with existing business processes. • Negotiate and explain technical solutions to non-technical staff. • Negotiate and explain Operations' objectives to MIS/IT staff. • Ability to conduct cost-benefit analysis. • Ability to create and review new business cases.
<u>Education and Experience Requirements</u>	<p>B.S. in Computer Science or Business Administration, or equivalent work experience, with a minimum of 3-7 years experience with business operations or information technology systems within the corporate travel industry, or the equivalent combination of education and experience. Experience as a travel reservationist/agent preferable. Experience as a project manager strongly preferred.</p>
<u>Physical Factors/Environment:</u>	<ul style="list-style-type: none"> • Three-sided desk with overhead storage, along with traditional wheeled office chair will be provided to Team Member.
<u>Working Conditions; Schedule:</u>	<ul style="list-style-type: none"> • Full time, Monday-Friday, 40 hours per week • Anticipated schedule is 9:00 a.m. (ET) to 5:30 p.m. (ET); however, World Travel, Inc. reserves the right to change Team Member's schedule at any time to meet business needs. • Team Member may work overtime from time to time upon request by World Travel, Inc. • Team Member may be asked to report to a World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason.
	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</p>



By signing in the area designated below, the undersigned approve and understand the content of this job description.

<u>Senior Leadership Team Leader:</u>	Signature:
	Date:
<u>Team Leader:</u>	Signature:
	Date:
<u>Team Member</u>	Signature:
	Date: