

Online Engineer (Multinational Client Base)

Department: Business Solutions

Location: US (Eastern time zone hours)

Reports to: Director, Client Technology Solutions

Description: The Online Engineer role requires a thorough understanding of all aspects and use of main global online booking tools (Concur, GetThere, Cytric) and other various travel-related technologies specifically deployed within World Travel Inc.'s client base. As this particular position services customers with a multinational footprint, this engineer is expected to implement and support all non-US locations where tools are required. The Online Engineer must possess solid customer management and technology configuration skills. The Engineer will act as product specialist and a critical escalation point for problem resolution.

Key Job Responsibilities (include but not limited to):

- Act as product specialist for technology products deployed internally within World Travel Inc.'s global client base.
- Increase efficiencies and minimize costs and errors – online booking tools, Mobile Apps, Approval systems, Expense products, GDSx
- Serve as subject matter expert on multinational product implementations
- Ensure Client Tech Support team is trained and educated on nuances of supporting multinational installations.
- Triage problems reported via Service Desk, provide solutions and coordinate support resources
- Provide a single, technical point of contact for global product with Client Services and Implementations.
- Act as key team member on global client implementations
- Ensure solid implementation of technology components for account start-up
- Liaise with third-party suppliers to ensure open lines of communication and appropriate problem resolution process
- Document Solutions and Changes in Service desk, and ensure that all training resources and service teams are up-to-date
- Coordinate and Prioritize Release Calendar
- Conduct Post Implementation Follow Up Calls and Quarterly Release calls
- Conduct Annual site audits for with assigned clients
- Communicate to constituents regarding product releases and scheduled maintenance
- Assist with end to end testing. Complete and Post test plans.

Skill Requirements:

- Minimum of five (5) years' experience in corporate travel industry and in travel technology oriented position.
- Solid working knowledge of major GDSs, corporate online booking tools, profiling applications and TMC agency technologies, including Concur OMPLEAT and non-GDS content access enablers
- Excellent written and oral communication skills, including public speaking ability, oral advocacy and negotiation skills; must be comfortable interacting with multiple disciplines and varied levels within and outside the organization
- Proactive, consultative and analytical with ability to follow through consistently
- Self-motivated, self-directed, organized, and able to properly prioritize tasks in a high-pressure environment.
- Project and product management abilities
- Thorough planner and problem solver
- Passion for both technology and customer service
- Proficient with Microsoft Office (Word, Excel, PowerPoint)
- College degree in disciplines of business and/or accounting preferred