

Travel Tech Consultant (REF: BS0222)



About the company

Beyond Business Travel is a leading travel management company in UK and Ireland who has continued to grow throughout 2021 with over 20 new corporate account wins in 2021. We are dynamic, innovative, and fast-growing with a focus on providing the best in travel technology and service to our clients.

We are based in Belfast & Dublin and are looking for staff that are enthusiastic and can deliver an exceptional customer experience. This company growth, combined with greater activity from our corporate clients means we need to add consultants to our team.

Why work for Beyond Business Travel?

- Are you interested in working in travel, with a company who focuses on the latest travel technology for its clients?
- Do you want to work for a company that goes the extra mile for clients?
- This role will be the start of a career in travel technology, alongside getting a qualification through an apprenticeship scheme
- All of our employees are currently working from home, but we have offices in Belfast & Dublin for hybrid working, training and office-based work when needed.
- We provide highly competitive remuneration
- Healthcare Plan
- Career plan with training
- We are a social bunch and enjoy nights out

Summary of Role

The travel tech consultant is a role which will be full of learning and training on all things travel tech and all about the business travel industry. You will report to the Head of Technology and will be responsible for all aspects of travel technology for Beyond Business Travel with a focus on online client services. Responsibilities will vary dependent on the business needs but will primarily cover the travel technical requests from our corporate clients. This will also include customer site builds, project management of the implementation, troubleshooting and testing of new releases. We pride ourselves on going the extra mile for our clients and need team members who have the same approach to clients.

Key Responsibilities

- Be a point of contact for clients for enquiries and provide timely, expert advice
- Be knowledgeable of our product offering and be the expert in our technology

- Build sites based on customers specifications
- Help design and deliver training days, webinars, and online training material for our corporate clients
- Basic travel bookings from corporate clients
- Be versed in Travel Technology trends and Corporate Traveller demands
- Working with 3rd parties to deliver and manage internal solutions
- Work with the Head of Technology on technical projects

Skills and Experience

- Knowledge of travel online technology including booking tools (preferably cytric)
- Experience of working in a TMC or Business Travel Agency
- GDS experience (preferably Amadeus)
- Excellent customer relationship, communication & interpersonal skills
- A strong customer focus
- Can do work ethic and ability to work in a fast-paced working environment
- Team Player
- Ability to work on own initiative
- Problem solving
- Project Management
- Analytical and logical thinker
- Proficient in MS Office applications

To apply to join our team please send your CV to HR@beyondbusinesstravel.com, all applications will be treated with the strictest of confidence.