



**BLOCK H
GREENFORD OFFICE ESTATE
PUNTERS WAY, KENILWORTH
7708
SOUTH AFRICA
P O BOX 23519
CLAREMONT
7735
SOUTH AFRICA**

+27 21 674 3682 +27 21 683 4717
projectoffice@viadata.co.za

JOB SPECIFICATION – TRAVELYST JUNIOR SUPPORT CONSULTANT

OVERALL REPONSIBILITIES

The Travelyst Junior Support Consultant will be responsible for assisting with the support and resolution of identified problems experienced by clients of Travelyst, ViaData's CRM / ERP offering to Tour Operators. The Consultant will need to have a thorough grasp of the entire system and its use and will be responsible for assisting Travelyst clients with support related queries and the creation of training material.

The Consultant will also be responsible for developing all training material in the form of tutorial videos, with integrated comments.

PROJECT RELATED COMPETENCIES

Analysis and Solution Definition

- Quickly understands the business issues and data challenges of the travel industry.
- Grasps general business and concepts quickly and easily.
- Analyses data requirements to support the business processes.

Technical Capabilities

- Assists with testing of all changes prior to release.
- Ensures issues are identified, tracked, reported on and resolved in a timely manner.
- Communicates technical issues (both verbal and written) in a manner that is easy for a non-technical audience to understand.
- Communicates needed changes to development team.
- Develops training material (videos) and implementation notes to a high level of professionalism and quality.

Project Execution

- Assists in achieving project deadlines and schedules.
- Communicates and applies project standards.
- Manages resources in accordance with project schedule.
- Consistently delivers high-quality services to our clients.

PROFESSIONAL QUALITIES

Teamwork

- Communicates well with all members of the support team at all levels of the organization.
- Acknowledges and appreciates each team member's contributions.

Client Management

- Develops relationships with client personnel, at all levels of seniority, which foster client ties.
- Communicates effectively with clients to identify needs and evaluate alternative business solutions with project management.
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
- Manages client expectations effectively.

CAREER PATH CORE COMPETENCIES

Communication

- Assists in the facilitation of client meetings/training sessions.
- Delivers informative, well-organized presentations and demonstrations.
- Understands how to communicate difficult/sensitive information tactfully.
- Able to write clear and professional emails, release notes and other communications in English.

Problem Solving

- Identifies critical issues with ease.
- Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
- Pushes creative thinking beyond the boundaries of existing industry practices and client mindsets.

ADVANTAGEOUS SKILLS / EDUCATION / COMPETENCIES

- Experience in Travel Industry Systems (Admin and / or web)
- Experience using SQL (Structured Query Language) and / or MS SQL
- A flair for graphic design and an aptitude for working with video editing tools (like Camtasia)

REMUNERATION

- Between 12,000 and 17,000 per month (cost to company) depending on competencies and experience

OTHER INFORMATION

- The position reports to the Travelyst Training and Implementation Manager
- The Consultant will work from ViaData's offices in Kenilworth and may be required to visit client sites from time-to-time.

TO APPLY

Send a short resume and letter of motivation to Rachel@viadata.co.za