

JOB DESCRIPTION

Job Title: Application Support Manager

Department: IT

Location: London

Responsibilities

- An integral team member to act as the internal subject-matter-expert for the company's systems, provide training and advice to new and existing staff.
- Act as contact point with Tourplan
- Lead the support response to system issues
- Recommend and implement process and application improvements
- Work with the commercial organisation to provide support to live and developing client and supplier integrations.
- Monitor and optimise the client and supplier integrations Act as the liaison with off-site IT support services.
- Lead on-the-job training in Tourplan for new and existing staff.
- Review processes and procedures, make recommendations to improve efficiency of commercial and operational organisation.
- Manage API Support helpdesk for live client and supplier integrations
- Assist with development support for new client and supplier connections
- Manage day to day operational relationship with Tourplan
- UAT & QA testing of system changes
- Document systems and processes to contribute to company knowledge base
- Provide on-site IT support as required, acting under direction from offsite IT support and in response to internal staff demand

Skills & Experience

- Knowledge of the Tourplan system is essential
- A quick learner of new IT tools and operating systems is essential.
- Professional fluency in English is required.
- Excellent customer service skills with an approach that consistently seeks to go above and beyond.
- Has the approach of a self-starter that takes real pride in their work while still enjoying and recognising the importance of being part of a team.
- Previous experience of learning 'on the job'
- Extremely organised with an unflappable approach that can successfully multi-task is a real must.
- A positive outlook with a flexible approach that actively seeks out solutions.
- Strong documentation skills