

## Position Description **IT Support**

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<b>Job Title:</b>	IT Support
<b>Reporting to:</b>	IT department
<b>Department:</b>	Connectivity (IT)
<b>Location (primary):</b>	Spain, remote working

### **Job Purpose.**

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WebBeds is seeking an experienced and talented **IT Support** to join the WebBeds Connectivity & Platform Support Team. As a Partner & Platform Support Advisor you will participate directly with our Partners when they require assistance with their integration and help internal users of our web interfaces. You will work closely with our Commercial team, Integration Consultants, and Product teams to solve problems and resolve highly complex technical issues and service requests. The IT Support role reports into WebBeds' Technology organization and represents the voice of Connectivity & Platform Support within the organization. A real passion for travel, a passion for technology, and technology expertise combined with superb communication skills and business insight are critical to a IT Support success.

## Key Responsibilities.

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- Effectively resolve Partner and internal user-raised support cases using our incident management tool, Service Now
- Provide functional or technical assistance and guidance where required
- Effectively communicate and collaborate with various areas and levels of the organization
- Provide detailed explanation on case specifics when calling out issues that require resolution by the WebBed's Product team
- Contribute to the creation and maintenance of knowledge base comments and articles when the opportunity arises
- Identify and remediate opportunities for process improvement
- Call-out new information and work closely with other IT Support on a consistent basis
- Monitor availability of WebBed's Platforms to maintain a consistent awareness of current performance

## Required Experience and Knowledge.

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<b>Essential</b>	
Qualifications & Knowledge	<ul style="list-style-type: none"><li>• Proficiency with APIs and SQL as related to other programming languages</li><li>• Familiarity with web-based and mobile based product development and understand typical technology architecture for high-volume web sites / B2B portals</li><li>• Ability to deliver high quality and workable solutions for technical issues</li><li>• Ability to communicate technical specifications and solve problems</li><li>• Ability to creatively solve challenging business/technology problems</li><li>• Superb communication skills are required and a Bachelor's degree is preferred (Degree in Computer Science or related field preferred)</li><li>• Be a strong multi-tasker who can handle multiple projects at a time, whilst prioritising tasks effectively, and thrive in a dynamic and complex environment</li><li>• Be able to travel</li><li>• Demonstrate commercial experience in a similar technical product support, consulting or incident management position</li><li>• Fluency in English, both written and spoken, is a must.</li></ul>

## About WebBeds.

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Launched in 2013, WebBeds is the world's fastest growing B2B travel intermediary, or 'bedbank', providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

**Our clients** – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC's, group providers, airlines and more – access the company's huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

**Our supplier partners** – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailor-made travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at [www.webbeds.com](http://www.webbeds.com)

WebBeds is a division of Webjet Limited (ASX: WEB).