



JOB POSTING – Compleat Programmer

Title: Technology Support Specialist
Liason with: Subscribing Travel Agency Technology & Operations Teams
Reporting Into: Operations Manager
Mission: Support the day-to-day operations of Core Travel Technologies' clients

About Core Travel Technologies:

Core Travel Technologies offers solutions to leading corporate travel agencies to drive efficiencies and productivity in travel agency operations through a preferred partnership and reseller agreement with Concur Travel Technologies. Utilizing cloud-based technologies and services Core Travel Technologies focus is on reducing costs, increasing revenue, and empowering innovation for corporate travel agencies.

About the Role:

Core Travel Technologies is expanding its team to support its growing business. Technology Support Specialists program low to medium complexity routines to support our Travel Agencies with Concur Compleat Routines. This role requires critical thinking, solutions driven approach and the ability to work with a dedicated and fun team.

Responsibilities:

- Create, test and deploy agency routines using the Compleat software routine builder (full training provided).
- Document in detail the code and routines built.
- Ensure queues are operating at all times and age errors are handled immediately.
- Facilitate implementation process for new accounts and/or agencies.
- Conduct training for the agencies when necessary for new users on the features of Compleat and new technology products.
- Assist Support Department team in routine development and trouble shooting which can include: debugging routines, pulling GDS logs, reporting issues to software supplier.
- Use support site (Issuetrak) to prioritize routines, assign to colleagues and finish tasks.
- Follow-up on all support requests to ensure timeliness and completion.
- Provide internal and external customer support in a fast-paced, demanding environment.
- Must be willing to work with limited specifications, but possess the ability to extract information as needed.
- Provide input to Concur using their support site on bugs and enhancements for upcoming product releases.



- Use Concur's support site to request assistance with routines, GDS logs, runtime errors and miscellaneous requests.
- Identify and resolve service and/or technology issues with Service Bureau customers, Suppliers and Vendors.
- Provide after hour support on a rotation schedule to address emergency outages, queue/PNR problems and internal errors.
- Self-educate on new GDS and Compleat enhancements and share with colleagues.
- Ensure projects/initiatives are completed within designated timeframes.
- Stay abreast of new technological advances in order to improve efficiencies and create competitive advantage through technology solutions.

Skills and Experience Required:

- Travel industry experience required (agency operations or agent background).
- Proficient in one or more GDS required (Sabre, Amadeus, Apollo, Worldspan, Galileo).
- Experience building routines in Aqua, ResQCX (Cornerstone) or Concur Compleat is an asset. Core will also offer on the job training and resources.
- Keen Interest & aptitude for travel related technologies.
- Ability to manage multiple tasks in a fast paced, changing environment.
- Strong analytical and problem-solving skills.
- Excellent verbal and written communication skills.
- Ability to prioritize tasks and work independently.
- Strong customer service skills.

Location:

- Location is flexible across Canada. Additional out of hours overtime may be required as needed as well as on call support.

Compensation:

- Competitive salary
- RRSP contribution and health benefits
- Ability to work virtually from home

To Apply:

Please apply by sending your resume along with a cover letter stating how you meet the requirements of this post to dperrot@coretraveltech.com