



# Business Applications Specialist - Technical

USA

As we bring our new Elevate™ platform to market in 2022, we are entering a rapid growth phase. We are looking for an experienced technical business applications specialist to join our incredible Intouch team.

## What's it all about

Elevate will help our customers create unforgettable memories for their Guests across the global Attractions and Ski Resorts segments. So, while we are working hard to get the platform right at a technical level, we also need the very best people to help us implement, deploy and support our clients and solution.

## The job

### Details

- Business Area: Intouch Service Desk
- Number of Jobholders: 1
- Reports To/Line Manager: Service Desk Team Lead
- Number of Reports: 0
- Position Term: Full Time - Permanent

The Business Application Specialist will provide various implementation, product & support services to Intouch clients while ensuring consistently high service standards and overall satisfaction of the Intouch client base. Services may increasingly be provided on a contracted and proactive basis requiring structured engagements meaning strong levels of self and client management.

The Business Application Specialist is expected to develop and maintain a strong understanding of the entire Intouch solution as well as specific industry knowledge and will drive positive business outcomes by aligning the Intouch solution with our clients strategy and objectives.

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This position will work with both prospective and existing clients to represent the functional capabilities and business value of the Intouch solution.

The Business Application Specialist will be regarded as a trusted resource, both internally and externally, to provide guidance on the usage, implementation and development of the Intouch platform.

#### **Main accountabilities**

- Be professional, courteous and deliver superior customer support and service.
- Provide support and deployment services to Intouch clients as directed.
- Provide documentation services as directed.
- Build customer products and configure the Intouch system to meet customer needs.
- Perform contracted client services as detailed in the Service Level Agreement and agreed projects.
- Support Intouch's eCommerce and hosted Services.
- Contribute to the ongoing development of Intouch's systems, procedures and collective knowledge.
- Ensure a high standard of work and personal presentation is always maintained.
- Ensure company standards are met as detailed in the company rules, policies and procedures.
- Collaborate with teammates for the benefit of achieving overall goals of the company and clients.
- Provide recommendations and suggestions to assist client's in achieving and maximizing their goals.
- Provide exceptional customer service to all clients, vendors and internal teammates.
- Provide operational support, build and testing of client solutions prior to delivery.
- Work with multiple systems and balance multiple priorities to achieve results.
- Communicate professionally over the phone, text and email.
- Conduct training and deliver appropriate documentation to internal teammates and clients as necessary.
- Support of the Intouch suite of applications.
- Log and prioritise service desk jobs via the service desk system.
- Identify and escalate jobs requiring urgent attention.
- Monitor and ensure adherence to policies and procedures, including those for security, change management, best practice standards and service provision.



### Competencies

- Organized and detail oriented.
- Has the highest level of integrity and ethics.
- Ability to work independently and manage time effectively.
- Customer focused.
- Analytical and able to solve problems.
- Ability to communicate effectively, orally and in writing.
- Ability to deal with on-going change & be flexible where required to accommodate change.
- Team player.

### Technical Skills

- Resort and/or Attractions industry knowledge required.
- Able to become the subject matter expert on the core business suite of applications developed by Intouch.
- Experience and technical knowledge of networks, PC hardware & printers.
- SQL query writing skills preferred.
- Azure administration preferred.

### Additional aspects and demands of the role

- Remote work with occasional overnight travel to client & prospect sites as required.
- Work a five day week, minimum 40 hours. Be available for support outside of business hours as required.
- Provide regularly scheduled weekend support (winter months) and on-call support services outside normal business hours (including evenings & weekends) based on rotational staff schedule.

### General

The above job description describes the general nature and level of work to be performed; it is not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position.

This job description in no way states or implies all duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor.