Meeting Point YouTravel Tourism LLC is seeking to recruit a XML Support Manager for its UAE office.

A highly organised and efficient individual, whose analytical skills, thorough and precise approach to all tasks and projects. Exceptional admin skills and proven ability to form effective relationships with customers and employees at all levels with a strong customer focus.

Responsibilities will include and are not limited to:

− Conducting analysis and where necessary collating statistics to drive and prioritise development change requests
− Monitoring and analysing XML traffic and engaging with the customers to drive improvements
− Suggest and implement improvements to IT support processes and systems
− Informing of any relevant problems/issues raised during the day
− Ensure the regular monitoring of systems to swiftly identify problems is in place
− Acting as an ambassador to our clients upholding the core values of our organisation
− Acting as the principle lead in data quality, continuous improvement by identifying problems and inefficiencies in a timely manner
− Complete personal development plans, appraisals, agreeing key result areas with Head of Connectivity

Skills and Experience

Technical Skills

− Previous experience of working in a technical support role is essential
− Good knowledge of XML, including schema definitions is essential
− Basic understanding of TCP/IP, HTTP and SSL
− Knowledge of Data cubes and star schema's ideally from a MS Analyses Services background
− Knowledge of importing, transforming and shaping data quickly and easily
− Good knowledge of SQL is essential
− Previous experience of working in the Travel or Hotel Industry ideal

Soft Skills

- Ability to work in a pressurised and fast paced environment
- Excellent level of spoken and written English
- Great attention to detail and high level of accuracy
- Excellent communication skills, including the ability to liaise at all levels, with both technical and non-technical personnel
- A structured and methodical approach to problem solving
- Excellent customer service skills
- Friendly and positive attitude
- Good commercial awareness and an ability to understand how IT relates to a company and impacts its performance, and the ability to use this in decision making