

Tours Implementation & Support Specialist

m/f, full-time

MarineXchange Software GmbH
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Job title	Tours Implementation & Support Specialist
Workload	40 h/w
Location	Remote/ Mainly in German-speaking countries

1 ABOUT

With the MXP software suite, MarineXchange offers the only enterprise software platform for the cruise industry. It provides a complete portfolio of powerful tools to better manage cruise-ship operations in a corporate office as well as onboard ships. It allows cruise lines to manage all guest and crew data in real time with best-in-class software in a fully integrated environment. MarineXchange MXP software is used by over 40 ocean, river and expedition cruise lines on more than 300 installations.

2 JOB DESCRIPTION

- Analyze customer needs, configure solutions and implement the product at customer site
- Provide customer training and support for all MXP tour related modules – remote & onboard
- Ensure that our Tour solutions meet all customer-specific specifications and functions
- Resolve any gaps in product functionality together with our development team
- Ensure a smooth transition and positive user experience along the entire customer journey
- Answer operational and application questions during the implementation process and after "go-live"
- Understand and evaluate issues reported by customers to determine priorities

3 REQUIREMENTS

- 2+ years experience in the shore excursion department onboard cruise ships
- Experience as a user of MXP, preferably as a shore excursion manager onboard
- IT knowledge is beneficial but a career jump from cruise ship tour operations is possible
- Ability to communicate effectively and build relationships with team members and customers
- Residence in Germany or Austria (preferably but not necessarily in the Hamburg or Graz area)
- Ability to work with a globally distributed team without direct supervision
- Ability to travel internationally about 10-30% (can include weekends and holidays)

4 DESIRED SKILLS/EXPERIENCE

- Experience in a technical support position
- General technical experience as it relates to installing and supporting software and hardware

5 BENEFITS AND PERKS

- Home Office
- Flextime model
- Secure and long-term employment in a fast-growing industry
- A work environment with exciting and varied tasks
- An excellent working atmosphere in a highly motivated and successful team
- International corporate culture
- Training in industry-specific programs and processes
- Regular team events
- Competitive salary to match your qualification

6 HAVE WE SPARKED YOUR INTEREST?

Then please send us your detailed application documents (CV with photo, certificates, etc.) via e-mail to career@marinexchange.com