

Help Desk Specialist

full-time

MarineXchange Software GmbH
Lastenstrasse 13
8020 Graz | Austria
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+43 (0) 316 225 942

Workload 40 h/w

Department IT

Location Home office / Graz Office Hybrid (CET)

ABOUT

MarineXchange is the leading software company in the cruise industry with its *MXP Enterprise Platform*. The enterprise platform enables cruise lines to provide a superior guest experience, increase revenues and streamline operations. It provides powerful tools to better manage cruise-ship operations and increases efficiency through wizards, batch processing, ship participation and e-commerce integration. The software is used by over 50 ocean, river, and expedition cruise lines on more than 385 installations.

JOB DESCRIPTION

As a Help Desk Employee at MarineXchange, you will provide technical support to internal teams and international clients, handling hardware, software, and system issues. You will manage support tickets, offer remote assistance, and ensure timely resolutions. Strong IT troubleshooting skills, excellent communication, and the ability to manage multiple tasks independently are key to this role.

KEY RESPONSIBILITIES

- Provide first-line IT support to internal teams and international clients, troubleshooting hardware and software issues
- Manage and resolve help desk tickets in a timely manner, using the ticketing system to track and prioritize requests
- Assist clients remotely with technical issues, using remote assistance tools to diagnose and resolve problems
- Escalate more complex issues to relevant teams or departments when necessary, ensuring proper documentation and follow-up
- Maintain accurate logs of support requests, solutions, and follow-up actions in the help desk system
- Communicate effectively with clients to ensure they are informed of the status and resolution of their issues
- Monitor and ensure all systems are running efficiently
- Participate in team meetings to discuss common issues and improve support processes
- Delegate issues to appropriate teams or departments, ensuring clear communication and timely follow-up on resolutions

REQUIREMENTS

- Proven experience in IT support or help desk roles, with strong problem-solving and multitasking skills
- Solid IT knowledge, including troubleshooting, software and hardware issue resolution, and familiarity with ticketing systems
- Excellent communication skills for working effectively with international clients and internal teams
- Ability to handle technical issues under pressure and provide timely solutions
- Experience with remote assistance tools and client support in both internal and external environments
- Strong organizational and administrative skills, able to manage and prioritize multiple support requests
- Familiarity with basic networking, systems, and software applications, as well as maintaining logs and documentation
- Ability to work independently and with minimal supervision, ensuring a high level of client satisfaction
- Excellent English language skills, with German preferred
- Outgoing, flexible personality with strong social and interpersonal skills
- Understanding of cruise operations processes and systems

BENEFITS AND PERKS

- Rapid professional and personal development at the leading software supplier in the cruise industry
- Secure and long-term employment in a fast-growing industry
- A work environment with exciting and varied tasks
- A great working atmosphere in a highly motivated and successful team with international corporate culture
- Competitive salary to match your qualification

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