

Release Manager

full-time

MarineXchange Software GmbH
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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

The Release Manager will be responsible for overseeing and coordinating all aspects of the software release process. This includes managing tickets, planning releases, and ensuring seamless communication with clients. The role requires collaboration with internal teams and the Managing Director to track, compile, and deliver both planned and ad-hoc releases. Additionally, the Release Manager will assist with test environment upgrades, troubleshoot issues, and optimize release processes for efficiency and quality. A key part of the role is managing risk and ensuring releases are delivered on time and meet client expectations.

KEY RESPONSIBILITIES

- Review and manage tickets for releases, ensuring correct status and allocation, while coordinating with the Managing Director on release planning
- Track new releases, ensuring schedules are maintained and handling ticket management for all releases
- Oversee in-progress releases, ensuring necessary steps are completed and BRDs (Business Requirement Documents) are created when required
- Handle unplanned releases and manage them as urgent when necessary
- Compile and deliver planned releases to clients, ensuring everything is in order and handling all client communication
- Plan and adjust future releases based on inputs from clients, internal teams, and the Managing Director
- Attend client meetings to discuss releases, progress, and address any concerns
- Assist with upgrades of test environments for both internal and client systems, troubleshooting and resolving issues
- Respond to internal and client queries about release versions and histories
- Optimization of release processes
- Manage risk and impact assessments for each release

REQUIREMENTS

- Proven experience in release management or similar roles, with strong organizational and multitasking skills to manage multiple releases
- Solid IT experience, including working with ticket management systems, software tracking tools, and BRDs (Business Requirement Documents)
- Excellent communication skills to work effectively with international clients and teams, including experience with ticket management systems and BRDs (Business Requirement Documents)
- Ability to work under pressure, with minimal supervision, and perform well in high-stakes situations
- Experience with test environments, troubleshooting, and issue resolution
- Familiarity with risk management, process optimization, and ensuring compliance
- Well-organized, self-reliant, and able to handle diverse tasks with a strong administrative focus
- Excellent English and German language skills
- Outgoing, flexible personality with strong social skills and professional appearance
- Understanding of cruise operations processes and management

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