



Release Manager (m/f/d)

Full-time

MarineXchange Software GmbH
Gadollaplatz 1
8010 Graz | Austria
www.mxp.com

Workload 38.5 h/week

Department IT

Location Graz, Austria and remote (CET)

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. Currently, more than 50 companies with over 385 installations are using the MXP enterprise platform to manage their business.

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, German is a plus
- Outgoing, flexible personality with strong social skills and professional appearance
- Understanding of cruise operations processes and management

BENEFITS & PERKS

- Rapid professional and personal development at the leading software supplier in the cruise industry
- Home Office and Flextime model
- 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
- The minimum salary stipulated by the collective agreement for this position, based on the above-mentioned requirements profile in the IT collective agreement, is € 3,843.00 gross per month on a full-time basis. Depending on your professional qualifications and experience, an overpayment is possible.

HAVE WE SPARKED YOUR INTEREST?

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