



Project Manager and Implementation Specialist - Tours (m/f/d)

Full-time

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

Workload full-time

Department Tour Module

Location remote, preferably 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 Project Manager and Implementation Specialist – Tours ensures the successful onboarding and ongoing support of our Tour Module for cruise lines and tour operators. The role acts as a bridge between clients, development teams, and product management and delivers responsive customer support and translates client feedback into product improvements. It requires technical understanding, business process insight, and proactive project management. The goal is to maximize client satisfaction and ensure smooth software implementation.

KEY RESPONSIBILITIES

CLIENT SUPPORT & STAKEHOLDER MANAGEMENT

- Act as the primary contact for clients regarding all Tour Module-related support topics.
- Troubleshoot issues, work closely with development and technical teams for timely resolutions.
- Manage bug tickets and escalations, ensuring transparency, follow-up, and closure.
- Review and assess client enhancement requests, translating operational needs into actionable product feedback.
- Build strong relationships with clients and internal stakeholders to ensure high satisfaction and long-term success.

IMPLEMENTATION & PROJECT DELIVERY

- Lead end-to-end implementations, remotely and on-site, from planning to go-live.
- Analyze client workflows and conduct gap analyses between business requirements and standard product functionality.
- Configure the Tour Module to match client processes and guide customers through setup and best practices.
- Coordinate to ensure smooth deployments and continuous process optimization.

TRAINING & CUSTOMER ENABLEMENT

- Deliver engaging training sessions for client teams, including office and shipboard users.
- Create training plans, materials, and documentation to support user roles and client environments.
- Empower clients to use the system independently and effectively, driving adoption and operational efficiency.

TESTING & PRODUCT QUALITY

- Perform regression testing prior to releases and document results to ensure product stability.
- Develop and maintain structured test cases and scripts for the Tour Module.
- Participate in user acceptance testing and collaborate with product teams to refine features.

DOCUMENTATION & KNOWLEDGE SHARING

- Maintain user documentation, manuals, and training materials in line with product updates.
- Document implementation standards, workflows, and best practices to ensure consistent delivery.
- Contribute to the internal knowledge base and support cross-team learning and scalability.

REQUIREMENTS & COMPETENCIES

- Bachelor's degree in Computer Science, Business, Tourism, or a related field (or equivalent practical experience)
- 3+ years of experience in software implementation, client support, or similar role
- Alternatively, strong operational experience in a shore excursions department within a cruise line (river or ocean) or tour operator, ideally using MXP or comparable systems
- Strong analytical skills and a creative, solution-oriented approach to complex workflows and challenges
- Ability to understand operational cruise workflows and translate them into effective software configuration
- Experience with software support processes, ticketing systems, testing, and documentation tools (e.g., Jira, Confluence), or willingness to learn
- Excellent communication skills with the ability to explain topics to both technical and non-technical stakeholders
- Strong attention to detail in configuration, testing, and documentation
- Client-focused with the ability to understand business needs and guide clients toward practical solutions
- Proactive, reliable, and comfortable taking ownership of topics and projects end-to-end while working independently in a remote environment with minimal supervision
- Collaborative team player who contributes to shared success in an international, cross-cultural team
- Committed to delivering high-quality results, even when timelines are tight
- Fluent in written and spoken English; additional European languages (e.g., German or French) are a plus
- Willingness to travel for client implementations, workshops, and training sessions

BENEFITS & 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
- **Austria:** The minimum salary stipulated by the collective agreement for this position, based on the above-mentioned requirements profile in the IT collective agreement, is € 3.954.- gross per month on a full-time basis (14 payments per year). Depending on your professional qualifications and experience, an overpayment is possible.
- **International/Other Countries:** For positions outside Austria, compensation is based on local market conditions and legal requirements. The specific salary range will be communicated transparently during the local recruitment process.

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