

CUSTOMER SUCCESS MANAGER Senior or Junior Level | (m/f/x)

Preferred full-time (38.5 h/week)

Minimum 30 h/week | Seiersberg-Pirka

ABOUT US

We live by passion, competence, reliability and quality, and place great importance on satisfied clients and satisfied employees.

To strengthen our team, we are looking for **Customer Success Managers** to work with us on the consulting, optimization and successful implementation of our software solutions.

HOW WE WORK

- AI-assisted development with Claude
- Programming in .NET with C#
- Latest Visual Studio version & additional tools
- Interfaces with WPF, WinForms & current JS frameworks (Angular, React)
- Databases on MS SQL
- Mobile solutions with .NET MAUI
- Source code management in GIT
- Regular code reviews
- Ticket management in JIRA
- Remote work possible after onboarding period
- German as company language

YOUR QUALIFICATIONS

- IT-oriented training (HTL, FH, TU) or comparable qualification
- Experience in consulting or working with ERP/software solutions is an advantage
- Experience in project management and successfully leading projects is an advantage
- Analytical thinking and solution-oriented working style
- Strong communication skills and confident presence with clients
- Team player, self-responsible and eager to take on new challenges in a niche market

YOUR RESPONSIBILITIES

Focus: Client care, quotation, connect people

- Bring the right people to the table to discuss and tackle everyday challenges
- Live client care and build lasting customer relationships (on-site visits welcome)
- Conduct acceptance meetings for completed projects and present results independently or together with product management
- Create quotes and follow up on open requests until they are implemented
- Plan client priorities and take responsibility based on negotiated proposals. Your role matters!
- Recognize when additional expertise is needed and coordinate our internal knowledge carriers to solve the problem
- Support the development of key user structures at the client's side and key account structures within our company

You don't need to become a technical expert – your job is to coordinate clients and pull the strings.

COMPENSATION

In accordance with the collective agreement (ST1 entry level to ST2 standard level). Depending on qualifications and experience, we naturally offer a significant above-average salary – because excellent work deserves excellent compensation.

GOODIES



Regular outdoor training with a professional instructor



Pleasant offices with ventilation system



Company events (table tennis, BBQ, Bavarian curling, and more)



Flexitime



Parking directly on site



Fresh fruit, coffee, tea & juices

CLICK HERE TO APPLY [office@active-it.at]

If you have any questions, feel free to contact us by phone at **+43 316 23 12 01**

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