MESPAS is an independent Swiss IT and engineering company, with subsidiaries and partners throughout the world. Our technical ship management software enables our customers in the maritime industry to run their ships safely and efficiently, resulting in better performance, decreased costs and lower emissions. Our e-trading platform allows ships, management offices and suppliers to digitally place and receive offers, orders and invoices. MESPAS is the only company in the maritime industry whose products are provided on cloud-based software, with a unique library of millions of machine types, spare parts and documents, all instantly available to our customers to improve their business processes.

For our growing business we are currently seeking a:

# Customer Support Manager (f/m)

**MESPAS is looking for an ambitious, young person to help grow our business in Greece.**

You will be a MESPAS software specialist, work closely together with our project and sales team, and aid our existing customers with your won knowledge. An IT background is essential for this job; you will be responsible for providing support to our global customers and you will be involved in technical software presentations and trainings. Your role will be part office based and part hands on visiting customers.

For this task we are looking for someone who is fluent in English. You have strong IT skills and feel comfortable explaining the technical features of our software. Experience in the maritime industry would be beneficial. You will be an active part of MESPAS's global growth strategy, coordinating with our headquarters in Switzerland and our other subsidiaries and partners around the world.

As an independent company, MESPAS sails its own course. We work hard but in an open, relaxed and supportive manner. We take care of our staff, making them feel part of the MESPAS family, and reward endeavour.

Please send your motivation letter and application documents via email to Mr. Iraklis Tarlas at welcome@mespas.com. We look forward to welcoming you to MESPAS.

**Your profile**
- Information technology background (higher education in IT beneficial)
- Fluent in English written and spoken language
- "Can do" and customer-oriented attitude
- Strong knowledge of Windows operating systems
- Basic knowledge of computer networks
- Experience in a technical support role

**Your main tasks**
- Maintain a high level of customer satisfaction
- Support customers via email and phone
- Collaborate with project management, sales, operations and development teams
- Provide technical trainings and software presentations
- Optional: reporting and BI tools to create queries and reports