

## Company Description

Aeroficial Intelligence is a forward-thinking Aviation IT company, based in Graz, Austria, and established in 2018. We have developed the Cockpit Suite, a cutting-edge software that delivers innovative technology for airports and air traffic control worldwide. We empower airports and airspace operators to optimize performance and efficiency by utilizing AI technology and Big Data.

At Aeroficial Intelligence, we believe that innovation is a team effort and success occurs across cultures, diversity and through motivation. We are convinced that we can only provide our customers with the best services and technology, if we provide a unique working environment for all our team members as well as a fun working atmosphere.

Join our passionate team and contribute to the next generation of operational intelligence in the aviation industry by helping our clients thrive!

## Role Overview

As our Customer Success Manager, you own the entire client onboarding journey, from the first technical trial to go-live and full implementation of the Cockpit Suite System. Acting as the critical bridge between our Commercial, Product, and IT teams, you will combine technical system configuration with outstanding relationship management and project execution.

## Your Tasks

- **Implementation Planning:** You will be responsible for the successful onboarding and project coordination of new clients in the airport and airspace sector
- **System Setup & Dashboards:** Configure the Cockpit Suite specifically on use cases from clients. This includes actively building custom KPI dashboards and drawing airport and airspace layouts in our toolset.
- **Trials:** Support the Commercial team by client trial phases (Proof of Concepts) and delivering compelling product demos to prospective clients.
- **Customer Onboarding:** Own the end-to-end implementation process, acting as the primary project manager and client contact from contract signature to successful go-live.
- **User Training:** Plan and conduct engaging product trainings (remote and on-site globally) for new and established clients
- **Cross-Functional Alignment:** Translate client feedback into actionable insights for the Product Manager, and coordinate setups with IT

## Your Profile

- Several years of B2B Customer Success, Implementation, or Account Management experience, ideally in SaaS, IT, aviation, or tech
- Strong experience in end-to-end client onboarding, project management, and driving account growth
- Technical affinity to software products
- Advanced presentation skills for leading engaging client trainings, product demos, and trial phases
- Comfortable translating complex technical software into clear business value

- Highly autonomous, organized, and comfortable working independently, with a willingness to travel (20-30%)
- Several years of experience, ideally in SaaS, IT, aviation, or tech
- Fluent German and English (written and spoken)

### **Our Offer**

- Work in a dynamic, entrepreneurial environment with a direct impact on company success
- Shape the global aviation industry
- Opportunities for professional growth and development
- Exciting international environment and working across cultures with global impact
- Dynamic environment with flat hierarchies
- Flexible working arrangements
- Take responsibility and make independent decisions
- Regular team-building activities and social events to celebrate success

For this position, a collective agreement minimum salary of € 3 954 gross per month applies. Your actual salary will be market-based, considering your professional experience and qualifications. If interested, please send your application to **jobs@aeroficial.com**. For more information, visit **www.aeroficial.com**.