



DAVID
s y s t e m s

Do you want to take part in the digital transformation of the media industry? Are you interested in promoting professional software and services that enable our radio and media clients to be highly successful? To strengthen our **Customer eXperience Group (CXG)** at our **Munich headquarters** or at our **Berlin location** we are looking for a

Customer Success Solution Architect (m/f)

As a trusted business advisor to our key customers, the **Customer Success Solution Architect** provides continuous, valuable and consistent customer experience. This is done by building and foster long-term relationships as a customer advocate as well as by designing and owning automated value providing services like our knowledge- and documentation portals. Out of that you will develop customer satisfaction to gain their confidence for successful subscription renewals, expansions and recurrent business.

Your tasks:

- Build and develop long-term, trusted multi-level customer relationships while ensuring high-quality customer experience
- Identify and foster retention business opportunities while providing constantly proactive value adds to our customers
- Take ownership on the product documentation and media supply chain that feeds our customer success hub
- Collect, analyze and drive customer health and business intelligence data collection while working close together with support and marketing
- Collect customer requirements, understand and represent the customer's business model
- Steer and manage customer projects during their full life-cycle
- Support sales activities with product and solution presentations, demos, training and technical concepts

Your profile:

- Customer- and service-oriented attitude, passion for consulting your customers and expanding their use cases
- Love for well written English and German documentations, presentations and product marketing collaterals
- Ability and excitement to entertain customer facing meetings, workshops and webinars
- Self-motivated, responsive to internal and customer requirements and ability to work well in teams
- Good understanding of enterprise IT needs, excellent IT know-how
- Experience in change management
- French language skills will be valued
- Work experience as a Consultant or Solutions Manager in a software or media company would be beneficial
- Video and/or Audio know-how and a passion for Radio would be a plus

You will join a highly motivated team in a dynamic company with flat hierarchies, flexible working hours and exciting projects with well-known clients. We are located in the heart of Munich at a modern business location well connected to public transportation. If you are looking for a personal challenge in the growing international field of digital media please send your application with salary expectations and potential start date to Rosemarie Mohr: join@davidssystem.com