

Are you up for the challenge of big customer projects? Does your heart flutter when you think about bringing in your own ideas to optimise processes in our IT system landscape? Do you want to work for an agile and growing SaaS company with big dreams and an even better team?

Our team at SHIPSTA strives to live up to our company value 'Execution Excellence' every second of the working day. Our goal is to disrupt the logistics industry - and we firmly believe that team work will make our dream work.

We currently have 60+ great ShipSTARs across our two offices in Luxembourg and Hamburg - and we have BIG plans for growth!

We are more than ready to become the world's best logistics eProcurement platform, making freight procurement as easy as buying a pizza with your phone. In order to strengthen our Customer Success & Tech team for an even faster implementation cycle, we are looking for **Implementation Specialists** (m/f/d) for our Luxembourg headquarter.

What you will be doing...

- Analyse customer requirements and provide technical solutions within our IT system landscape
- Ensure an exceptional experience by understanding our customer's business objectives
- Build and manage project plans to drive the successful delivery of clients into onboarding production
- Configure our logistics procurement software based on customer specific requirement
- Create and analyse existing SQL queries for performance improvements
- Prepare documentation of database procedures, functions, models and guidelines
- Create complex KPIs & calculations based on customer requirements with SQL
- Liaise with Project Managers during a customer implementation cycle and provide necessary support to the implementation team
- Provide technical documentation of each implementation and changes
- Define re-usable template solutions for all customer implementations, if applicable, or design new standard functionalities
- Report bug and follow-up on fixes with product development team
- Stay engaged with product teams to understand roadmap and implications for customers
- Focus on the big picture and contribute meaningful feedback and suggestion to other teams, for example Development and Product Management

What we would like to see from you...

- Beginner or advanced SQL Knowledge, preferably work experience with PostgreSQL
- Knowledge with XML/XSLT template maintenance

- Work experience with any BI reporting or data modelling tool (Tableau/Datapine/Azure etc.) is an advantage
- Self-starter with personal drive to become an expert in our products
- Strong data analytical mindset

If you have these following traits, you're a real ShipSTAR...

- Technical solution design and system architecture knowledge desirable
- You are ready to work in an agile start-up company that is reaching for the stars
- You have a positive attitude that is contagious
- You have first experience in the SaaS area
- You know that logistics is not just delivering parcels from your online shopping

You can find this position and all our other vacancies [here](#).

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