

We are looking  
for perfect hosts.



Uniworld owns and operates a fleet of thirteen intimate, boutique river cruise ships on the European waterways which cater exclusively to English-speaking clients. To support our IT Team in the Rheinfelden operations office, Switzerland, we are looking for an experienced and dedicated professional in the role of:

### IT system support / administrator (100%)

The IT department is in charge of the available IT technology (software and hardware) on the ships and in the office. On the user side this includes the various software solutions for ERP (MXP), PMS (Fidelio Cruise), Office 365 suite and various smaller specific systems, and on the technical side the networks and servers on all ships and office to support the software and solutions for the connection to the internet. This technology becomes more and more important in the delivery of our product according to the high expectations of our guests and it is therefore crucial that adequate support is provided to the internal users.

#### Your will

- Provide **1st and 2nd level user support** for software and hardware for office and remote users / ships (Fidelio, MXP, Hotek, MX suite, Nonius, Office 365 and other)
- Provide **IT project management** and support for system or software related development and implementation in close collaboration with the respective internal departments
- Managing **vendors ticketing systems**
- Evaluation, negotiation, organization and contracting of devices used in the office and on board (Mobile and land phones, Credit Card Terminals etc.)
- Administrating **budgets** and **processing invoices** for IT related projects

#### You

- Understand both — **people and computers** — enjoy solving technical problems but also helping users with their daily issues
- **Like learning** and you learn new systems **fast** — you always stay up to date with state of the art technologies
- Have experience in **remote support** and communication with stakeholders on **all corporate levels**
- Have excellent organizational & IT skills (MS Office, Excel, Office 365, MXP and other)
- Preferably have experience in **managing IT projects** or/and in technical support
- Can work on a few different projects at once
- Are able to conduct business in English, preferably you speak German, any other language is an advantage

#### We

- Are a company with strong values. We are committed to our responsibilities
- Take your career seriously and provide on-going opportunities
- Are looking for **You!**

Has this position sparked your interest? Do you enjoy working in an environment where passion and enthusiasm is highly valued? If so, [apply online now here!](#)