

# Technical Product Manager with Customer Success Focus (f/m/d)

Full-time • 100% Remote • Location: Germany

You want to make an impact and use your skills to help develop innovative solutions? Then apply now! As a software company in the laser scanning/point cloud space, we are looking for you to join us as a Technical Product Manager.

## About us:

At PointCab, we've been leading experts in point cloud processing for over 10 years. Our goal is to develop innovative, faster, and, above all, easy-to-use solutions for our customers and the entire laser scanning industry. Our products are used worldwide by surveying companies, architects, and engineers. To strengthen our team, we are looking for a technically strong, well-organized, and communicative person to join us as our new Technical Product Manager.

## Your tasks & responsibilities:

- **Product Management (approx. 30%):** Collect customer feedback, translate it into requirements, and align with Development, Support & Marketing. Contribute to product roadmaps and release planning
- **Customer Success (approx. 20%):** Provide technical consulting, analyse customer data and usage, and support key customer projects and workflows. Manage and support our beta testers.
- **Quality Assurance (approx. 20–30%):** Test new features and workflows, and document bugs. Maintain, improve, and create test cases.
- **Demos & Training (approx. 5–10%):** Conduct online demos and product walkthroughs. Onboard new customers, and deliver training and webinars.
- **Documentation (approx. 5–10%):** Create and maintain release notes, guides, and tutorials.
- **Market & Competition (approx. 5–10%):** Monitor trends in the reality capture space, and derive product ideas and improvements from market insights. Create competitive analyses.
- **Trade shows & industry events (approx. 5%):** Advise our customers and partners at events, and present our solutions and new features in talks and demos.

## Your profile:

- Professional experience in product management, customer success, presales, or technical support. Career changers with relevant market knowledge – e.g., CAD technicians or service staff for laser scanning – are also welcome to apply.
- Experience working with point clouds: laser scanning, CAD, and BIM should not be foreign concepts to you. Ideally, you have already worked hands-on with point cloud data or supported customers doing so.
- Strong technical understanding, a quick grasp of complex topics, and a high level of organisation, combined with a structured, meticulous, and self-driven way of working.
- Excellent communication skills (German and English). Confident in dealing with customers and presenting in demos and webinars.
- Willingness to travel: approx. 2-3 trade shows per year.

## What we offer:

- **100% remote work** after your onboarding
- Flexible working hours and a **35-hour work week**
- Option for salary conversion into a direct insurance (company pension scheme), if desired
- Additional private company health insurance with an annual benefit quota
- Pluxee vouchers worth over €100 net per month
- Subsidy for the “Deutschlandticket” or your gym membership
- Short decision cycles and a close working relationship with our leadership team
- Room for your own ideas and personal development (up to Senior Product Manager)
- Participation in international trade shows & industry events
- Modern, ergonomic work equipment & a structured onboarding process

## Interested?

Please send us your CV and a short profile to:  
[jobs@pointcab-software.com](mailto:jobs@pointcab-software.com). Our contact person **Chris McAuliffe** is looking forward to your application and will get back to you in a timely manner.