

1st Level IT Support

Full Time (40h/w)

Klosterneuburg (Vienna)

€ 1,900* gross/month (basis full-time 40 hours/week)

IST Austria is growing. Grow with us!

IST Austria is a growing international institute for conducting frontier research in mathematics, computer science, and the life and physical sciences. We recruit passionate professionals from all over the world and from all fields who support our goals of excellence in research and science management. Located on a beautiful campus on the outskirts of Vienna, we offer numerous opportunities for personal growth in a stable working environment. [Get an insight!](#)

Your responsibilities

The change is the constant, when working in our fast growing institute. New challenges arise almost every day, and work will never be boring. If you are willing to keep pace with the development of our institute and the development of our IT infrastructure, we invite you to become a part of IST Austria and enable our scientists for world-class research.

- Provide 1st Level IT Support (Hardware/Software)
- First point of contact for our internal users (tickets, phone, chat or walk in)
- Respond to service requests and issues by using a ticketing system
- Purchase of standardized IT equipment and Asset Management in our Configuration Management Database
- Setting up new computers with our OS-images (Windows, Linux and Mac)
- Write end-user and internal documentation of IT systems and services

Your profile

- At least 3 years of experience in end user/customer support (also non-IT)
- Knowledge of client operating systems (Windows, Linux, MacOS), Software, Hardware and IT infrastructure
- Basic understanding of server and network systems and related concepts
- First experiences with common IT service management frameworks (e.g. ITIL)
- High degree of service orientation, pleasant behavior and accuracy
- Good communication skills and excellent command of English
- A never ending eagerness to learn something new
- Open minded, reliable, focused and self-dependent personality

To submit your application, please e-mail

recruiting@ist.ac.at

* This position comes with possible overpayment depending on education, qualification and work experience. IST Austria processes your personal data in accordance with the law. For more information, please refer to www.ist.ac.at/data-protection.

Your benefits



Education & training



Cafeteria



Childcare



Free shuttle bus



Multiple health offers



Pension insurance