

# 1st Level IT Support

- Full Time (40 h/w)
- Klosterneuburg (Vienna), Austria
- € 2,092\* gross/month

## ISTA is growing. Grow with us!

The Institute of Science and Technology Austria (ISTA) 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 ISTA 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)
- High degree of service orientation, pleasant behavior and accuracy
- Good communication skills and excellent command of the English language
- 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)
- A never ending eagerness to learn something new
- Open minded, reliable, focused and self-dependent personality

## Your benefits

- Education & training
- Cafeteria
- Childcare
- Free shuttle bus
- Multiple health offers
- Pension insurance

We look forward to your application via [recruiting@ist.ac.at](mailto:recruiting@ist.ac.at)!

\* This position comes with possible overpayment depending on education, qualification and work experience. ISTA processes your personal data in accordance with the law. For more information, please refer to [www.ista.ac.at/data-protection](http://www.ista.ac.at/data-protection).