

2nd Level IT Support

- Full Time (40 h/w)
- Klosterneuburg (Vienna), Austria
- € 2,422* 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 and 2nd level IT Support (Hardware/Software) and technical event support
- Respond to service requests and issues by using a ticketing system
- Purchase of IT equipment and maintenance of IT assets within a CMDB
- Deployment of client devices (eg computer, printers, landlines)
- Automation of (standard) IT tasks
- Network configuration and patching of access switches
- Participate in new and ongoing IT projects (IT internally and externally)
- Write end-user and internal documentation of IT systems and services

Your profile

- Technical IT education and first experience in IT end user support
- Experience with major client operating systems (Windows, Linux, macOS) and typical hardware in a business environment
- Some experience with servers, network systems, IT infrastructure and related concepts
- Knowledge of common IT service management frameworks (e.g. ITIL) is a plus
- High degree of service orientation, pleasant behavior
- Open minded and reliable, focused and self-dependent personality
- A never ending eagerness to learn about new and upcoming technologies
- Good communication skills and excellent command of the English language

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!

* 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.