

# 1st Level IT Support Engineer

- Full Time (40 h/w)
- Klosterneuburg (Vienna), Austria
- € 2,500\* 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

As a 1st level IT support engineer, you will serve as the first line of defense for our users, addressing their IT-related concerns promptly and effectively. You will be responsible for understanding user issues, diagnosing problems, and implementing solutions. When issues exceed your expertise, you will escalate them to the appropriate IT team for further handling.

- Provide prompt and efficient support to ISTA's diverse user base via a ticketing-system and in person
- Identify, diagnose, and resolve a wide range of IT-related issues, including hardware and software problems, network connectivity issues, and user account management
- Escalate complex issues to specialized IT teams for further handling
- Handle the purchase of IT equipment and asset-management in our configuration management database
- Setup of new computers based on OS-images (Windows, Linux and Mac)
- Document troubleshooting steps and resolutions to maintain knowledge base and improve problem-solving efficiency
- Stay up-to-date of emerging IT trends and technologies to enhance your knowledge and expertise

## Your profile

- First experience in end user/customer support
- Strong technical interest and troubleshooting skills
- Excellent communication and interpersonal skills to interact effectively with users at all levels
- Proficient in Windows, Linux and MacOS operating systems and common IT applications
- Familiarity with network troubleshooting and security best practices
- First experiences with common IT service management frameworks (e.g. ITIL)
- Desire to learn and continuously enhance IT knowledge and skills
- Excellent English language skills are required, German language skills are an advantage

## Your benefits

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

We look forward to your application via our [job portal!](#)

\* 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).