



IT MANAGEMENT: FOCUS ON END USER SUPPORT

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| Employment VOLLZEIT 38,5 h | Location WIEN Heiligenstadt (Nähe U4) | Gross salary / year € 45.000,00 Overpayment possible |
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We ensure a good atmosphere

- For this job with a wide range of development and organisational opportunities, we offer you an attractive salary that is well above the collective agreement (for information and consulting). The minimum salary for a full-time position is € 45,000 gross per year with the willingness to overpay depending on qualifications and experience.
- Flexible working hours allow you to balance your family, your leisure interests and your job.
- Extensive training and support for professional development are a matter of course for us.
- We are happy to adapt your workplace to your personal needs (ergonomic office chairs, height-adjustable desks, etc.).
- Your health is important to us. We provide free full board during working hours.
- For every day that you travel to work in the most environmentally friendly way possible, you will receive a small allowance from us.
- If you travel frequently for us, we will provide you with an ÖBB advantage card or an electric company car (depending on your needs/position).
- You have the exclusive opportunity to acquire company shares within the group and thus participate directly in the success of our company.
- And because we offer all of the above, we can boast an excellent working atmosphere.

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An exciting area of responsibility awaits you

- You will be the first point of contact for IT questions at our Vienna and Parndorf locations, remotely or directly on site.
- You analyse, prioritise and resolve IT faults & service requests via our ticket system, quickly, smartly and reliably.
- You support the measurement and biology team with data processing and analysis of the measuring devices.
- Whether laptop, smartphone, printer or workstation: you set up, configure and keep everything running.
- You explain to our employees how to get the best out of our systems & tools and document workflows.
- You manage user accounts & access rights - securely, cleanly and transparently.
- Once a week, you'll be on site in Parndorf for direct support and a quick exchange.
- And, of course, you'll be part of our great IT team, which will also support you from far away in Munderfing.

With this knowledge and experience, you can support us

- You have completed an IT apprenticeship (e.g. IT, IT systems electronics) or have a comparable qualification and have been working in the industry for at least 5 years.
- IT support is your territory, with at least five years of professional experience you know your way around both 1st and 2nd level.
- Windows, Microsoft 365 & common support tools? You've got it!
- You work in a structured, independent manner and always think one step ahead when problems arise.
- You have a good command of written and spoken German.
- You are not only technically fit, but also a real team player with a service mindset, helpful, communicative and solution-orientated.
- Day business trips (mainly to Parndorf) are no problem for you.
- You always have an open ear for the concerns of our colleagues thanks to your service-oriented demeanour.