

Mission Statement for Administration and Scientific Service Units

The purpose of IST Austria is to be a leader in basic research and graduate education with a focus on the natural and mathematical sciences. Our goal is to perform at the same level as the best scientific institutions in the world.

We, the employees of the administration and scientific services of the Institute, support IST Austria's scientists in achieving this mission. Like our scientists, we strive for excellence. Together with them, we have been creating the organizational culture and we will strive to preserve and develop it in the future. Our work is guided by the following principles:

Promote an international and open culture

- Given the international character of the research environment we foster diversity and equality. We practice and use English on campus on a daily basis.
- We make international employees and visitors feel welcome on campus and in Austria. We act as a bridge between scientists on the one hand and local people and institutions on the other hand.
- We build trustful relationships, are open-minded, honest and reliable. We tackle challenges with an entrepreneurial spirit while caring about people, safety and the environment.

Be innovative and focus on high-quality services

- Our goal is to respond to requests in a timely manner while at the same time striving for the highest service quality. We pay particular attention to communicating in a friendly and respectful way.
- In particular, we think outside the box and develop innovative ideas to improve our services.

Learn and develop continuously

- Knowledge plays an important role in developing our services. We are responsible for preserving and sharing this knowledge.
- We promote our employees in their development, providing extensive personal development measures.
- We identify with the Institute's mission, goals and research.
- We address problems actively, discuss them openly and fairly to find a good and widely accepted solution.
- As part of our commitment to excellence we compare ourselves to leading organizations in the respective fields and actively incorporate these insights.

Be compliant and create lean processes

- To ensure compatibility with scientific excellence we, together with IST Austria's scientists, strive to design and implement lean and innovative administrative rules and processes that are based both on legal requirements as well as on a best fit for our institutional needs.
- We foster acceptance of rules and processes by continuously communicating them in a transparent way and providing background information.

Use public and private funds effectively

- Resources shall be used in the most effective manner possible to guarantee long term benefits and a high quality of infrastructure.
- We always observe the principles of economy, adequacy, cost effectiveness and transparency as laid down in our founding document.

Encourage participation and cooperation

- Participation and cooperation are key for an effective and well performing organization.
- Wherever possible, we hear everyone affected by a decision and explain the reasons for it.

Be a responsible leader

- Everyone in a leadership position is expected to act as a role model in terms of work attitude, performance and behavior.
- Being in charge of others, everyone in a leadership position strives to provide clarity and direction, thinks and acts strategically, and demands and recognizes performance.