**First Level IT Support**

**Full Time - Permanent (40h/w) | Klosterneuburg (Vienna), Austria | € 1,900 gross/month**

**IST Austria is growing. Grow with us!**

IST Austria is a constantly growing international institute for conducting frontier research in mathematics, computer science, life sciences & physical sciences. We strive to recruit passionate professionals from across the world over all fields who strive to support our goal of excellent research. Located within a beautiful campus on the outskirts of Vienna, we offer multiple 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 IST Austria 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 behaviour and accuracy
- Good communication skills and excellent command of the English language
- Basic knowledge of operating systems (Windows, Linux, MacOs), Software, Hardware and IT infrastructure
- Basic understanding of server and network systems and related concepts
- Basic understanding or willingness to learn common IT service management frameworks (e.g. ITIL)
- A never ending eagerness to learn something new

To submit your application, please e-mail

**recruiting@ist.ac.at**

* This position comes with possible overpayment depending on education, qualification and work experience. IST Austria processes your personal data in accordance with the law. For more information, please refer to www.ist.ac.at/data-protection.