Junior IT Manager (Application Support Engineer)

RailNetEurope (RNE) is an association of European Infrastructure Managers (IMs) and Allocation Bodies (ABs) with the common goal of facilitating international traffic on the European rail infrastructure and increasing the efficiency of the IMs'/ABs' processes. RNE's Joint Office (JO) is located in Vienna with approximately 70 employees from many different European countries.

Detailed information can be found on RNE's website: www.rne.eu

We are looking for a dedicated and skilled Junior IT Manager to join our team and play a crucial role in supporting the Train Information System (TIS). TIS is a web-based application essential for international train management, providing real-time data on both international and national passenger and freight trains, sourced directly from Infrastructure Managers' systems.

Your duties / responsibilities

- Provide first and second-line support for the TIS application, troubleshooting and resolving technical issues reported by users.
- Ensure effective functionality of both front-end and back-end components of applications.
- Conduct root cause analysis for data errors and escalate significant issues to management.
- Maintain records of configuration changes and schedule application updates.
- Provide feedback to the development team based on the analysis and user experiences to promote continuous improvement and innovation within the application.
- Collaborate with RNE members and other stakeholders to ensure data integrity and seamless integration with their systems.
- Maintain and update technical documents and procedures.
- Prepare maintenance plans and upgrade schedules for applications.
- Implement configuration changes to test and production environments.
- Organise and prepare for meetings and events, including drafting agendas and minutes.
- Advocate for broader adoption of TIS within the European Railway Network, focusing on enhancing interoperability.

Your qualifications & skills

- Bachelor's degree in the field of computer and IT systems, with at least 1 year of experience, or a non-academic educational background with a minimum of 3 years' experience in similar roles
- Proficiency in managing migrations, configurations, document changes, and monitor application performance.
- Strong SQL scripting skills and experience with XML data processing.
- Exceptional analytical and troubleshooting abilities.
- Strong organisational skills with the ability to prioritise tasks effectively.
- Experience managing expectations, handling change request and resolving technical issues.
- Detail-oriented with high standards for quality and accuracy, a self-motivated, goal-oriented personality.
- Proficiency in business English (written and spoken), additional languages are desirable.
- Excellent verbal and written communication skills, with the ability to simplify complex technical concepts.
- Strong interpersonal skills, capable of building and maintaining relationships with users and stakeholders.
- ITIL certification is a significant advantage.
- Knowledge of the railway infrastructure sector and the operation processes will be considered a plus.

What we offer

- The annual gross minimum wage for this position according to the Austrian Act on Equal treatment is € 45.000, - (full time – 40h/week), with willingness to negotiate overpayments in line with the market, depending on experience and qualifications.
- Up to 50% home office to maintain a good balance between work and leisure time
- A brand new modern and fully accessible office
- A friendly and cooperative team with interesting projects
- Individual development opportunities in an international company
- Company mobile phone of your choice with possibility of private usage
- Lunch deal with our neighbouring restaurant, Quartier Sechs

Your benefits

attractive salary

up to 50% home office

modern working environment

mobile phone of choice for private use

lunch deal at Quartier Sechs

working in a sustainable industry

Are you interested in the position?

Please, send your CV together with a letter of motivation (including possible starting date and salary expectations) to Mr. Nektarios Zacharias.

GDPR note:

Your job application requires submission of personal information to RNE. According to our internal rules, the RNE Managing Board shall appoint the staff of the Joint Office in Vienna. As an association of more than 30 companies around Europe, RNE members provide their funding and are involved in its operations. With this said we inform all job applicants about the above particularities. Therefore, RNE human resources personnel (or HR agency on its behalf) and RNE management considering your application and RNE members will have access to your personal information included in your CV.

This is our way to find a balance between transparency in our organisation and your privacy. Thus, the applicants are explicitly asked to consent to this and with the submission of your job application, we consider you agree and give explicit consent on the above distributions of your CV to the RNE Managing Board members and the GA representatives.

In other words, by submitting your application, you consent to the processing of your personal data in the above way, and if hired, to the ongoing processing of your personal data for administrative purposes in connection with your employment.

Contact Person

Mr Nektarios Zacharias
Team Leader TIS
+43 664 884 248 13
nektarios.zacharias@rne.eu