



## IT Service Desk Manager

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](http://www.rne.eu)

We are seeking a dedicated and skilled IT Service Desk Manager to join our team and play a key role in supporting RNE employees and external stakeholders.

### Your duties / responsibilities

- Lead and manage two IT Service Desk analysts (supporting, mentoring and development of team members), and track the related KPIs.
- Ensure timely and efficient resolution of IT support requests, incidents, and problems according to defined SLAs.
- Oversee the support process and troubleshooting of IT-related equipment like laptops, printer, phone systems, mobile phones and tablets.
- Support and ensure smooth operation in all corporate IT related applications (Microsoft systems, Azure, O365, etc.)
- Develop and maintain IT Service Desk policies, procedures, and documentation (ISO27001).
- Collaborate with other IT and business teams (security, applications) to resolve complex issues and implement changes.
- Oversee the IT purchasing process and asset management for office and end user equipment.
- Drive customer satisfaction by ensuring a high level of communication and professionalism in all interactions.
- Provide regular reports and updates to senior IT leadership.

## Your qualifications & skills

- Bachelor's degree in the area of computer and IT systems, with at least 3-years' experience, or non-academic educational level with a minimum of 5 years' experience in similar positions.
- ITIL Foundation certification is required. Knowledge on ISO standards (ISO27001) is considered a big plus.
- Excellent leadership, communication, and interpersonal skills.
- Extensive experience with IT service management tools.
- Ability to work under pressure and manage multiple priorities.

## What we offer

- The annual gross minimum wage for this position according to the Austrian Act on Equal treatment is € 55.000 (full time – 40h/week), with willingness to negotiate overpayments in line with the market, depending on experience and qualifications.
- Up to 30% 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

## Your benefits



up to 30% home office



modern working environment



Flexitime



working in a sustainable industry

## Are you interested in the position?

We are looking forward to receiving your CV together with a letter of motivation (including possible starting date and salary expectations) and please kindly note that we will only accept applications via [this link](#).

We kindly ask you to take note that RNE cannot cover applicants' travel expenses for interviewing processes.