Junior Software Support & Application 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 seeking a dedicated and skilled Software support and application engineer to join our team and play a key role in supporting and further develop the Train Information System (TIS), a web-based application that is integral to international train management. TIS delivers real-time data on international and national passenger and freight trains, obtained directly from Infrastructure Managers' systems.

Your duties / responsibilities

- **User & Application Support**
  - Provide first and second-line support for the TIS application, diagnosing and resolving software malfunctions and user-reported issues to ensure smooth application operation.
  - Continuously monitor application performance and availability to prevent issues and maintain efficiency.
  - Conduct root cause analysis for issues and escalate where needed.

- **Application Management**
  - Manage configuration changes and maintain records of updates.
  - Coordinate and execute maintenance plans, upgrades, and testing activities.
  - Ensure data integrity and seamless integration with Infrastructure Managers' systems.

- **Continuous Improvement**
  - Provide feedback to the development team based on the analyses and user experiences to drive continuous improvement and innovation within the application.

- **Collaboration & Communication**
  - Work with RNE Members, partner organisations, and internal teams to ensure smooth operations and data integrity.
  - Support the preparation and facilitation of technical workshops, stakeholder meetings, and project events.
  - Promote and advocate TIS for the wider adoption within the European Railway Network, with a focus on enhancing interoperability.

Your qualifications & skills

- **Required**
  - 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.
  - Ability to manage migrations, configurations, document changes, and monitor application performance.
  - Excellent knowledge of SQL and experience with XML.
  - Exceptional analytical, trouble-shooting, and organisational skills, with ability to prioritise tasks.
  - Maturity in managing expectations: change requests, dealing with unexpected incidents, and supporting technical issues to resolution.
  - Strong interpersonal skills, enabling the developments and maintenance of positive relationships with users and stakeholders.
  - Fluency in business English (written and spoken)

- **Preferred**
  - Familiarity with railway infrastructure, transport, or logistics IT systems.
  - ITIL certification or experience with IT service management practices.
  - Experience with working in an international and multicultural environment.

What we offer
- The annual gross minimum wage for this position according to the Austrian Act on Equal treatment is € 47.000 (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

Your benefits

up to 50% 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.