



Service Desk Analyst

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.

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

Your duties / responsibilities

- Monitor IT landscape (Network/Servers/Applications) and ticketing system for incoming requests, and process issues
- Frontline incident and request management
- Reach out to specialised teams when required, take ownership and represent the user to ensure the requests are being processed
- Communicate progress to the user in a timely manner
- Document issues, analysis, progress, and solution in the ticketing system
- Provide basic in-house training in MS Office applications used (Word, Excel, Outlook, PowerPoint), and collaboration suites (OneDrive, O365 groups, etc.)
- Assistance and troubleshooting on IT-related equipment like laptop, workstation, printer, phone systems, mobile phones and tablets
- Contribute to team knowledge management by documenting troubleshooting and problem-resolution steps

Your qualifications & skills

- Bachelor's degree in the area of computer and IT systems, with at least 1 year experience, or a minimum of 3 years working experience in similar positions
- Exceptional analytical and trouble-shooting skills
- Hands on mentality with a broad business application background
- Strong organisational skills with ability to prioritise workload
- Proven experience with ITIL standards as a service desk technician or other customer support role
- Excellent command of business English (written and spoken); further languages are welcome.
- Maintain IT equipment in meeting rooms, training rooms and conference centre

- Troubleshoot issues related to LAN network and wireless network
- Maintain Active Directory users, groups and computer objects

What we offer

- The annual gross minimum wage for this position according to the Austrian Act on Equal treatment is € 42.000,- (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



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