



## IT Manager & Service Desk Team Lead

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)

### Your duties / responsibilities

- Manage the global IT architecture of RNE JO systems
- Lead and manage the IT Service Desk team (supporting, mentoring and development of team members), tracking related KPIs.
- Ensure timely and efficient resolution of IT support requests, incidents, and problems according to defined SLAs.
- Develop and maintain IT Service Desk policies, procedures, and documentation.
- Take charge of 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.
- Stay up to date with emerging technologies and best practices in IT support and service management.

### Your qualifications & skills

- Bachelor's degree in information technology, computer science, or a related field (Master's degree preferred)

- Proven experience in leading an IT Service Desk or IT Support team
- Experience with servers, storage, virtualisation, and networking
- Knowledge of cybersecurity principles and compliance standards
- Microsoft Certified: Azure Solutions Architect Expert certification would be an asset. Knowledge of ITIL practices; ITIL certification is a plus
- Communicative personality, independent and analytical way of thinking
- Ability to meet tight deadlines and manage multiple priorities

## What we offer

- The annual gross minimum wage for this position according to the Austrian Act on Equal treatment is € 71.000, - (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 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.

Please find our GDPR note here : [GDPR note](#)