



Operations Support Specialist

Full time 40h/week

RailNetEurope (RNE) is an association of European Infrastructure Managers (IMs) and Allocation Bodies (Abs) headquartered in Vienna. With around 80 international employees, we actively shape the future of European rail transport Through innovative processes and IT solutions, we drive the digitalization and efficiency of European capacity management in view of the upcoming requirements from EU legislation.

We are looking for a proactive and technically minded Operations Support Specialist to join our Capacity Management IT team and support PCS Capacity Broker (PCS-CB), RNE's platform for international railway capacity planning and timetabling.

YOUR DUTIES & RESPONSIBILITIES

- You provide first-level operational support for partners and users of PCS Capacity Broker and related integrations.
- You support the setup, validation, monitoring, and quality assurance of system integrations.
- You analyze logs, technical data, and operational incidents to identify issues and support root-cause analysis.
- You coordinate troubleshooting activities with internal experts and external suppliers.
- You execute functional and regression testing and validate change requests, enhancements, and new features.
- You support training, onboarding, Q&A sessions, and knowledge-sharing activities for partners and stakeholders.

YOUR QUALIFICATIONS & SKILLS

- You have experience in operational support within complex software environments and IT systems.
- You have strong analytical and problem-solving skills, including the ability to analyze logs and technical issues.
- You bring basic understanding of XML, system integrations, and IT system architecture.
- You are a strong communicator with very good English skills and the ability to work in international teams.
- You are a proactive team player with ownership mindset; railway sector and TAF/TAP TSI knowledge is a plus.

WHAT WE OFFER

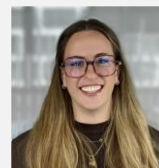
- Opportunity to work on unique projects in an innovative environment.
- The annual gross minimum wage for this is € 42.000, - (full time – 40h/week), willingness to offer above-market salary depending on experience and qualifications.
- Flexible working hours with the option of up to 50% home office.
- Modern office in an international environment with high-energy-driven teams.
- Individual development opportunities in a supportive working environment.

Do you want to board the train to the future?

Apply directly here: [Operations Support Specialist](#)

If you have any further questions, feel free to contact me directly.

Contact Person



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