



Junior Service Desk Analyst

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 motivated Junior Service Desk Analyst to provide first-level IT support, troubleshoot technical issues, and ensure a smooth and reliable IT service experience for our users.

YOUR DUTIES & RESPONSIBILITIES

- Monitor the IT environment and manage incoming support requests, incidents and service requests
- Provide first-level support and troubleshoot IT hardware, software, LAN and wireless network issues
- Deliver basic in-house training on Microsoft Office applications and Microsoft 365 collaboration tools
- Coordinate with specialized teams, take ownership of requests and ensure timely resolution
- Maintain Azure Active Directory and IT equipment in meeting, training and conference rooms
- Document troubleshooting and problem resolutions to support knowledge management
- Communicate progress and provide timely updates to users throughout the support process

YOUR QUALIFICATIONS & SKILLS

- A minimum of one year experience in a similar IT support role
- Strong analytical and troubleshooting skills
- Hands-on mentality with a "can do" attitude
- Strong organisational skills with the ability to prioritise workload
- Experience with ITIL processes in a Service Desk or IT support role is an advantage
- Excellent business English (written and spoken); German is a plus
- Knowledge of LAN and wireless network troubleshooting

WHAT WE OFFER

- Opportunity to work on unique projects in an innovative environment.
- The annual gross minimum wage for this is € 43.400, - (full time – 40h/week), willingness to offer above-market salary depending on experience and qualifications.
- Flexible working hours with the option of up to 30% home office.
- Modern office in an international environment with a high-energy, driven team.
- Individual development opportunities in a supportive working environment.

Do you want to board the train to the future?

Apply directly here: [Junior Service Desk Analyst](#)

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

Contact Person



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