

SERVICE DESK SPECIALIST F/M/X

We are seeking an IT Support Specialist f/m/x to provide essential information technology services to our end users. In this role, you will ensure timely resolution of reported incidents and handle service requests with professionalism. If you have a solid understanding of IT support and enjoy assisting others, we encourage you to apply. Join us in delivering reliable technology solutions as

Service Desk Specialist f/m/x [maternity leave cover for 24 months]

What to expect:

- Provide technical service and support to process service requests from end users promptly for all PC hardware, software, and associated peripherals
- Deploy and maintain existing PCs and associated peripherals, including new installations and redeployment of equipment to established standards
- Install and configure operating systems and software (through SCCM) to agreed standards
- Deliver professional, courteous, and timely responses to end users on all IT-related matters
- Log and maintain support calls, documenting outcomes to facilitate the resolution of common queries
- Compile and maintain an accurate inventory and asset register of hardware and software
- Create and disseminate technical documentation, guidelines, and procedures for the IT department

What we expect:

- University or College - Degree/Diploma in Information Science and Technology or equivalent
- Experience of PC hardware, operating systems and applications software
- Experience of working in a user support environment for a minimum of 2 years
- Experience in handling IT related Projects
- Advanced fluent English (oral and in writing), German is an advantage
- Very good understanding of client hardware and software
- Brought experience with Windows operations systems and MS Office products
- Basic Network (LAN, WIFI, VPN, etc.) knowledge
- ITIL Certificate and basic project management know-how is an advantage
- Outstanding communication skills and intercultural competence
- High Self-motivation and problem solving skills

What we offer:

- Exciting and varied tasks in an international company with an extensive history
- Modern work equipment, flexible working hours and home office option
- Semperit Onboarding Academy and attractive training opportunities

- Job ticket Vienna
- Health promotion & food vouchers
- Numerous benefits from the company and the local works council

Please note that this position is a maternity leave cover (24 months), offering an excellent opportunity for individuals seeking temporary employment in an exciting and dynamic role. Apply now online!

Location: 1100 Vienna - global head office (QBC) at the central railway station (Hauptbahnhof)

Gross annual salary: at least € 47,000 (according to collective agreement, full-time), overpayment possible depending on professional qualifications and experience

Are you interested? Then apply online now!

As a global player with Austrian roots, we live diversity! We do not differentiate between gender, nationality, ethnic and social origin, religion, ideology, disability, age, sexual orientation and identity.

#LI-SEMPERIT

#LI-Hybrid

Your benefits

- Local and global development opportunities
- Flexitime and home office
- Structured training through the Onboarding Academy
- Benefits from the Semperit Private Foundation
- Additional financial benefits on specific occasions
- Meal subsidy through the Edenred card
- Appreciation of diversity in an international environment
- Health promotions, coaching and discounts
- Central modern location with job ticket included
- Attractive base salary and other benefits