

# We need you.



## (Senior) IT Support Engineer (m/f/x)



Vienna



Full-time  
employee



Professional/Experienced



50.000-70.000



4,2

Apply

### Your tasks:

- You deliver advanced first- and second-line support, resolving complex hardware, software, and network issues.
- You manage IT requests, incidents, and service tickets, driving efficiency and improvements.
- You administer and optimize collaboration tools (Microsoft 365, Atlassian, Miro).
- You lead endpoint management and security with MDM tools (Intune, Kandji).
- You oversee IT asset lifecycle from procurement to retirement (macOS & Windows).
- You own employee onboarding/offboarding, ensuring smooth, secure transitions.
- You implement and maintain endpoint security best practices.
- You document processes, deliver training, and mentor junior colleagues.
- You monitor systems, handle escalations, and ensure compliance with IT and data security standards.

## Your skills:

- Advanced skills in Microsoft 365, Atlassian (Confluence, Jira), and collaboration tools like Miro.
- Expertise in MDM platforms (Intune, Kandji), IT asset management, and ticketing systems.
- Strong knowledge of endpoint security and experience with meeting room/event support.
- Excellent communication and leadership skills, supporting both remote and on-site users.
- Proven track record in onboarding/offboarding and user lifecycle processes.
- You are analytical, improvement-driven, and enjoy mentoring others.
- Fluency in English (German a plus).
- Preferred Experience in a SaaS/Tech environment
- Nice to have: Relevant certifications (Microsoft, ACSP, Security+) and scripting skills (PowerShell, Bash)

## About the job

Learn more...



## Your benefits

mobile\_devices\_for\_private\_use.png DrinksFood.png sabbatical\_and\_part\_time.png flexible\_home\_office.png confidential\_flexible\_working\_hours.png restaurant\_vouchers.png transparent\_salary.png individual\_development.png workation.png suitcase.png

## Your contact person

You still got questions about the job.  
Feel free to get in touch with us.



**Jana Roth**

Recruiting Manager

Contact me

Apply