Exputec is a technology company based in Vienna that produces and sells Software and Consulting solutions in the field of Biotechnology. Our innovative methods are based on discovering interdependencies which lead to a reduction of the process development time, heightened confidence in scalability, and an increase in robustness of the biotech production.

For the Vienna office, we are looking for a

IT Technical Support Engineer (20 h/w)

As a Technical Support (Tech Support) Engineer, you will be tasked with monitoring and maintaining our computer systems and networks. You will be responsible for diagnosing any hardware or software faults with these systems and will solve the issues either in person or remotely.

Principle Roles & Responsibilities

- Installation & configuration of a company's computer hardware operating systems and applications.
- Maintenance and monitoring of computer networks and systems.
- Logging the queries of customers and employees.
- Diagnosing and solving hardware or software faults.
- Testing and evaluating new technology.
- Responding to call-outs in a timely fashion.
- Following instructions, either written or in diagram form, in order to set up a system or fix a fault.

Areas & Skills of Focus

- Excellent problem-solving skills.
- The capacity to work well within a team.
- Logical thinking and attention to detail.
- Expert knowledge in how operating systems and software works.
- Interpersonal skills as you will regularly be in contact with colleagues and/or customers.
- The ability to prioritise your workload.
- The capacity to clearly explain a technical problem to a customer/colleague.
- Outstanding listening and questioning skills.
- English business proficient

We look forward to your candidate submission, which you can send to us online at careers@exputec.com.

For legal reasons, we are obliged to inform you, that the collective bargaining minimum salary for this position is €26'340 gross yearly (full-time basis). Our salaries are nonetheless oriented towards market based salaries and may be significantly higher than the minimum salary.