

Call for IT Service Desk Manager

RailNetEurope (RNE) is an association of European Infrastructure Managers (IMs) and Allocation Bodies (ABs) with the common goal of facilitating international traffic on the European rail infrastructure. The Joint Office (JO) of RNE is located in Vienna and today counts about 25 employees from many different European countries.

To complement the Joint Office team, RNE is currently looking for an IT Service Desk Manager (full time, 40 hours/week).

The minimum gross salary is EUR 2.500,- per month (14 times per year) and depends on the qualification of the candidates.

The duties may change depending on the objectives and the organisation of the association.

Candidates shall be available as soon as possible.

If you are interested in the position please send your CV together with a motivation letter (including possible starting date and salary expectation) by 21.03.2019 to Mr Harald Reisinger, Chief Information Officer: harald.reisinger@rne.eu.

Main Tasks

- **Managing RNE Joint Office (JO) internal IT infrastructure, including but not limited to, devices, clients, servers, network, etc.**
 - Setting up and maintaining client computers
 - RNE JO physical and wireless network infrastructure maintenance
 - Other RNE JO electronic and IT equipment maintenance
 - Communicating with IT equipment and service suppliers for internet, telephony, printers, etc.
- **Managing closed set of applications in RNE Joint Office (setup, update, maintenance, communicating with their service desks)**
 - Ensuring uninterrupted internal RNE JO applications operations
 - Ensuring all internal RNE JO applications are updated
 - Ensuring backup process is performed
- **Managing RNE Joint Office internal and external service desk**
 - Providing L1 and L2 support for RNE JO employees in IT and related technical issues.
 - Monitoring and tracking defined SLAs
 - Managing the trouble ticketing system for all internal and external applications
 - Reporting to the RNE JO management regularly

Qualifications

- Graduate of polytechnic school (with 3-5 years of experience in similar positions) or bachelor's degree in the area of computer and IT systems
- Good knowledge of Microsoft Products:
 - Windows client operating systems (Windows 7/10)
 - Microsoft Office 2016/Office 365 (especially Word, Excel, PowerPoint)
- Experience on admin level in Microsoft Windows Server 2012/2016/2019 operating system (Active Directory, DNS, DHCP...)
- Experience in managing Office 365 tenants (AAD, Exchange, Skype for Business, etc.)
- Experience in using Linux operating system (Red Hat, CentOS, ...)
- Experience in applications management (installation, upgrade processes, solving operational issues, ...)
- Experience in network infrastructure maintenance
- Experience in Service Desk management
- Preferably ITIL-qualified
- Excellent communication and interpersonal skills with the ability to work well in a team environment
- Well organised, highly efficient, self-motivated and goal-oriented
- Ability to work in international contexts, with high intercultural sensitivity and customer orientation
- Experience of managing 3rd parties and 3rd party-delivered services
- Showing own initiative and perseverance
- Used to working under time pressure
- Good command of English and German (at least B1)

GDPR note:

Your job application requires submission of personal information to RNE. According to our internal rules the RNE Managing Board shall appoint the staff of the Joint Office in Vienna. As an association of more than 30 companies around Europe, RNE members provide their funding and are involved in its operations. With this said we inform all job applicants about the above particularities. Therefore, RNE human resources personnel (or HR agency on its behalf) and RNE management considering your application and RNE members will have access to your personal information included in your CV.

This is our way to find a balance between transparency in our organisation and your privacy. Thus, the applicants are explicitly asked to consent to this and with the submission of your job application we consider you agree and give an explicit consent on the above distributions of your CV to the RNE Managing Board members and the GA representatives.

In other words, by submitting your application, you consent to the processing of your personal data in the above way, and if hired, to the ongoing processing of your personal data for administrative purposes in connection with your employment.

Stellenausschreibung IT Service Desk Manager (m/w)

RailNetEurope (RNE) ist ein Zusammenschluss von europäischen Infrastrukturmanagern (IMs) und Allocation Bodies (ABs) mit dem gemeinsamen Ziel, den internationalen Verkehr auf der europäischen Schieneninfrastruktur zu erleichtern. Das Joint Office (JO) der RNE hat seinen Sitz in Wien und beschäftigt heute rund 25 Mitarbeiter aus vielen verschiedenen europäischen Ländern. Zur Ergänzung des Joint Office Teams sucht RNE derzeit einen IT Service Desk Manager (Vollzeit, 40 Stunden/Woche).

Für diese Position ist ein Monatsbruttogehalt von mindestens EUR 2.500,- pro Monat vorgesehen. Starttermin: Ab sofort.

Wenn Sie an der Position interessiert sind, senden Sie bitte Ihre aussagekräftige Bewerbung (inclusive Lebenslauf, Motivationsschreiben, frühester Verfügbarkeit und Gehaltsvorstellungen) bis 21.03.2019 an Harald Reisinger, Chief Information Officer, harald.reisinger@rne.eu.

Aufgaben

Verwaltung der internen IT-Infrastruktur des RNE Joint Office (JO), einschließlich, aber nicht beschränkt auf, elektronische Geräte, Clients, Server, Netzwerke usw.

- Einrichten und Warten von Client-Computern
- Wartung der physischen und drahtlosen Netzwerkinfrastruktur von RNE JO
- Sonstige RNE JO Elektronik- und IT-Gerätewartung
- Kommunikation mit Dienstleistern für IT-Geräte und für Internet, Telefonie, Drucker usw.

Verwaltung geschlossener Anwendungen im RNE Joint Office (Einrichtung, Aktualisierung, Wartung, Kommunikation mit Service Desks)

- Sicherstellung des ungestörten internen RNE JO Betriebs
- Sicherstellen, dass alle internen RNE JO-Anwendungen aktualisiert werden.
- Sicherstellen, dass der Backup-Prozess durchgeführt wird.

Leitung des internen und externen Service Desk des RNE Joint Office

- Bereitstellung von L1- und L2-Support für RNE JO-Mitarbeiter in der IT und damit verbundenen technischen Fragen.
- Überwachung und Tracking definierter SLAs
- Management des Trouble Ticketing Systems für alle internen und externen Applikationen
- Regelmäßige Berichterstattung an das RNE JO Management

Qualifikation

- HTL-Abschluss mit 3-5 Jahren Berufserfahrung in ähnlichen Positionen, oder Bachelor-Abschluss im Bereich Computer- und IT-Systeme
- Gute Kenntnisse der Microsoft-Produkte:
- Windows-Client-Betriebssysteme (Windows 7/10)
- Microsoft Office 2016/Office 365 (insbesondere Word, Excel, PowerPoint)
- Erfahrung auf Administratorebene im Betriebssystem Microsoft Windows Server 2012/2016/2019 (Active Directory, DNS, DHCP...)
- Erfahrung in der Verwaltung von Office 365 (AAD, Exchange, Skype for Business, etc.)

- Erfahrung im Umgang mit dem Betriebssystem Linux (Red Hat, CentOS, ...)
- Erfahrung im Applikationsmanagement (Installation, Upgrade-Prozesse, Fehlerbehebung....)
- Erfahrung in der Wartung von Netzwerkinfrastrukturen
- Erfahrung im Service Desk Management
- Vorzugsweise ITIL-qualifiziert
- Ausgezeichnete Kommunikations- und Sozialkompetenz und Teamfähigkeit
- Gute Selbstorganisation, hocheffiziente, selbstmotivierte und zielorientierte Arbeitsweise
- Fähigkeit, in einem internationalen Umfeld zu arbeiten (hohe interkulturelle Sensibilität und Kundenorientierung)
- Erfahrung im Management von Drittanbietern und von Drittanbietern erbrachten Dienstleistungen
- Eigeninitiative und Belastbarkeit
- Fähigkeit, auch unter Zeitdruck gute Leistung zu erbringen
- Gute Englisch- und Deutschkenntnisse (mindestens B1)

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