

We need you.



You will work on-site at the IT Helpdesk in our kununu HQ in Vienna and be the first point of contact for employees with IT questions and support requests, helping resolve hardware, software, and account-related issues. You support the setup and maintenance of Windows, macOS, and Apple devices and assist with Microsoft 365 and access management. In this role, you ensure a service-oriented and professional experience and communicate technical topics in a clear and understandable way. You will work closely with colleagues in Porto, Germany, and Vienna, gaining experience in an international, cross-location environment.

The gross annual salary is €21,070 per year / €1,505 per month (25 hours).

Your Tasks

- First point of contact for employees with IT questions and technical issues
- Handling and documenting support requests in the ticketing system
- Assisting with troubleshooting hardware, software, and network issues
- Setting up and maintaining workstations and devices (Windows and macOS)
- Configuring and managing Apple devices (MacBook, iPhone, iPad)
- Supporting Microsoft 365, user accounts, and access rights, including MFA, SSO, and MS Entra
- Assisting with device management, meeting room technology, and printers
- Supporting smaller IT rollouts and maintaining IT documentation

Your Skills

- Currently enrolled student in an IT-related field at an Austrian university
- Basic knowledge of Windows, macOS, and Microsoft 365
- Familiarity with MFA, SSO, or identity management concepts is a plus
- Interest in IT support and service processes
- Structured and reliable working style
- Good German and English skills

- Available 25 hours per week, on-site at our HQ in Vienna

Your Benefits

- Bring your dog to the office
- 6 week vacation
- Mobile devices also for private use
- Drinks, food & goodies
- Restaurant vouchers and employee discount
- Up to 12 weeks Workation
- Remote work option
- Trust-based working hours
- Communication on equal terms

Your Contact

You still have questions?
Feel free to get in touch with
me.

Julia Fritz

Recruiting Manager

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Apply