Join our team!

Technical 3rd Level Support

Vienna 1070 | Full-time

Us against the pandemic – Become part of our interdisciplinary team!

Since March 2020 Novid20 has been working with new solutions to end the Covid pandemic. Through major projects in Austria and abroad, we have been able to position ourselves as leading experts on the topic of "Covid test infrastructure" with a strong IT focus. We work in close cooperation with the scientific community and experts from various industries.

What you bring to the table

- Hands-on mentality to flexibly work in a fast-paced startup
- Excellent written and oral skills in German and English
- 2+ years of experience in IT support or related fields
- Software problem analysis and resolution skills
- Experience with data analytics, specifically in the area of query creation

That's a plus

- Knowledge with IT process mapping
- Leadership experience
- Experience in customer relation management

Your Job

- Answering technical customer inquiries via e-mail and telephone
- Documentation of customer problems and adequate translation into feature requests
- Further development of our IT systems
- Client issue forensics
- Elaboration and development of new digital systems in the digital health area (current focus on Covid-19)

Our Offer

- Exciting startup atmosphere with top motivated and open colleagues!
- Insight behind the scenes of the Covid pandemic
- Flexible working: You decide where, when and how you work. From home or in our office in the 7th district
- Additional employee benefits: Gym membership, Free drinks, state of the art work equipment, team events

An attractive salary package based on experience and performance with the option of project related bonuses. The minimum salary for this position is 42.000€ gross yearly.

APPLY NOW at jobs@novid20.at

Send your **CV as a PDF** and optionally an application-video of maximum 2 minutes to **jobs@novid20.at**