



POSITION
IT SUPPORT

LOCATION
VIENNA - AUSTRIA

Arx anima is calling out for applications from experienced people to strengthen our IT department

SUMMARY OF THE ROLE:

IT technical support officers are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. setting up, optimizing and maintaining a multi OS high performance infrastructure with 200+ computers. Linux workstations, Linux Renderfarm, Linux Servers, Windows Workstations, Mac workstations.

position is on site in vienna - full time, min 20 hours/week

REQUIREMENTS AND QUALIFICATIONS

- deep understanding of Linux and Windows (settings, installs, drivers, network, users)
- quick in learning how to solve new issues
- good at fixing stuff
- good at repairing stuff
- set up IT related infrastructure - cables, electricity, tables, monitors, racks, tvs, meeting rooms . . .
- think about fault tolerance of the whole installation, hard and software, general setup.

a big plus

- understanding of network setups and user domains.
- understanding of NFS, active directory, Samba
- understanding of programming

Individual tasks may include:

- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer systems and networks;
- talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
- troubleshooting system and network and diagnosing and solving hardware or software problems
- replacing parts as required;
- documentation and reports;
- following diagrams and written instructions to repair a fault or set up a system;
- supporting the roll-out of new applications and workflows;
- setting up new users' accounts and profiles and dealing with password issues;
- responding fast, learn about issues and quickly come up with solutions.
- working continuously on a task until completion (or referral to third parties, if appropriate);
- prioritising and managing many open cases at one time;
- rapidly establishing a good working relationship with inhouse and outside artists and partners.
- testing and evaluating new hard and software.
- conducting electrical safety checks on computer equipment.

All applications to talent@arxanima.com with the subject "IT Support"

Because of the number of applications we receive, you will only hear back from us regarding suitable applications to open positions.

Please note that we can only consider applications from talents from EU or with EU working permit and also from talents who are willing to relocate and work on site