IT Support Engineer – Linux Hero wanted! (m/f/d)

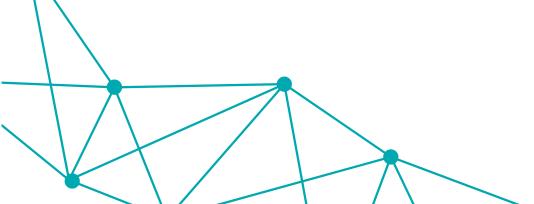Fulltime | Hart bei Graz, Austria

#yourmission

- You are responsible for the smooth operation and high availability of customer IT systems (focus on Linux), which are distributed around the globe
- Your main tasks include receiving and processing support requests in a solution-oriented manner, including documentation
- You analyse, evaluate and solve incidents and problems
- You take over newly installed systems from the project team to Customer Service
- On-call duties offer you the possibility of attractive additional earnings
- As a future expert, your responsibilities will include advice, suggestions for optimisation and training for new employees

#youareknapp

- You have a sound technical education – HTL, FH, or Uni as well as first professional experience
- Very good general IT knowledge as well as very good Linux knowledge (such as Suse, Oracle Linux, navigation and manipulation safe) and
- You have database (such as administration, data mirroring, backup management) and network knowledge (switch and access point administration, NW dump analysis).
- Very good general IT knowledge is a prerequisite
- You communicate in German and English.
- You are a team player, have a high willingness to learn, work independently and are reliable.
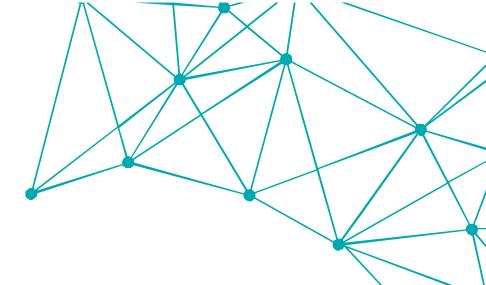
#weareknapp

The minimum salary for this position is EUR 2.875,- gross. As an allowance for on-call duty you will receive an additional EUR 271,- gross per month. The remuneration for active and passive on-call duties depends on the number of times you are on call. However, we offer a payment in line with the market depending on your qualifications and previous experience.Our motto: „Ease customer's life!" In our technical support department, you will help our well-known customers around the world remotely. We support our customers in solving problems or solve them ourselves after our analyses (log files, database, software testing). To ensure that our IT systems get

better and more stable, and our customers remain satisfied, we solve the problems not only temporarily, but also work closely with development departments. Teamwork is very important to us; for the start, you will receive a mentor and later you can rely on your colleagues.