

Service Desk Support Engineer - Aerobot (m/w/d)

Fulltime | Hart bei Graz, Austria

#yourmission

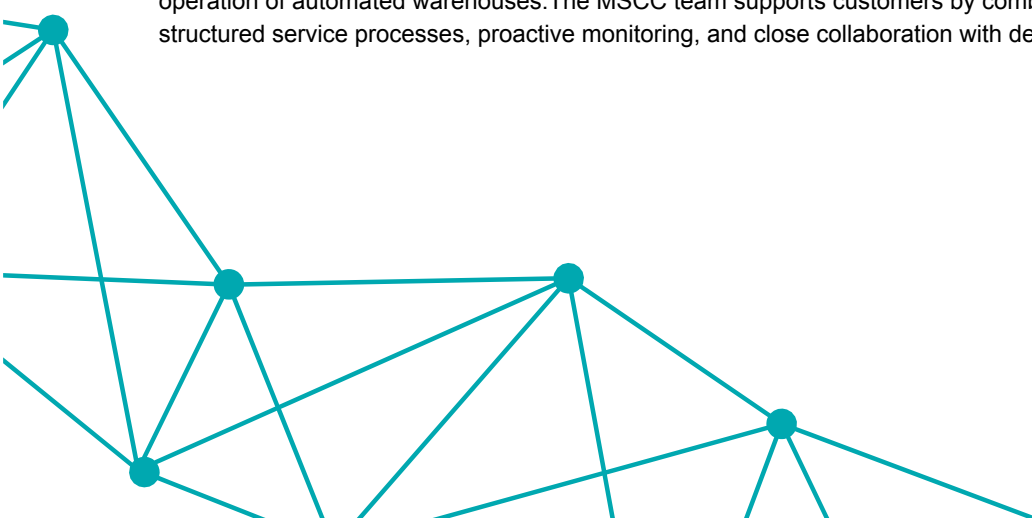
- You will be part of the Multi Site Control Center (MSCC) and responsible for ensuring the stable and continuous operation of Aerobot warehouse sites.
- Starting within a structured MSCC environment, you will provide technical and software support for Aerobot systems and gradually deepen your understanding of KNAPP warehouse automation solutions and customer operations.
- Your key tasks include proactive and preventive system monitoring, early detection of risks, and structured incident handling. You analyse system malfunctions in detail, restore service through resolution or workaround, and minimise both technical and business impact on Aerobot operations.
- As a central point of coordination, you work closely with internal specialist teams and external stakeholders to ensure efficient communication, proper escalation, and sustainable incident resolution. You document incidents across the full ticket lifecycle and contribute to problem management and continuous service improvement.

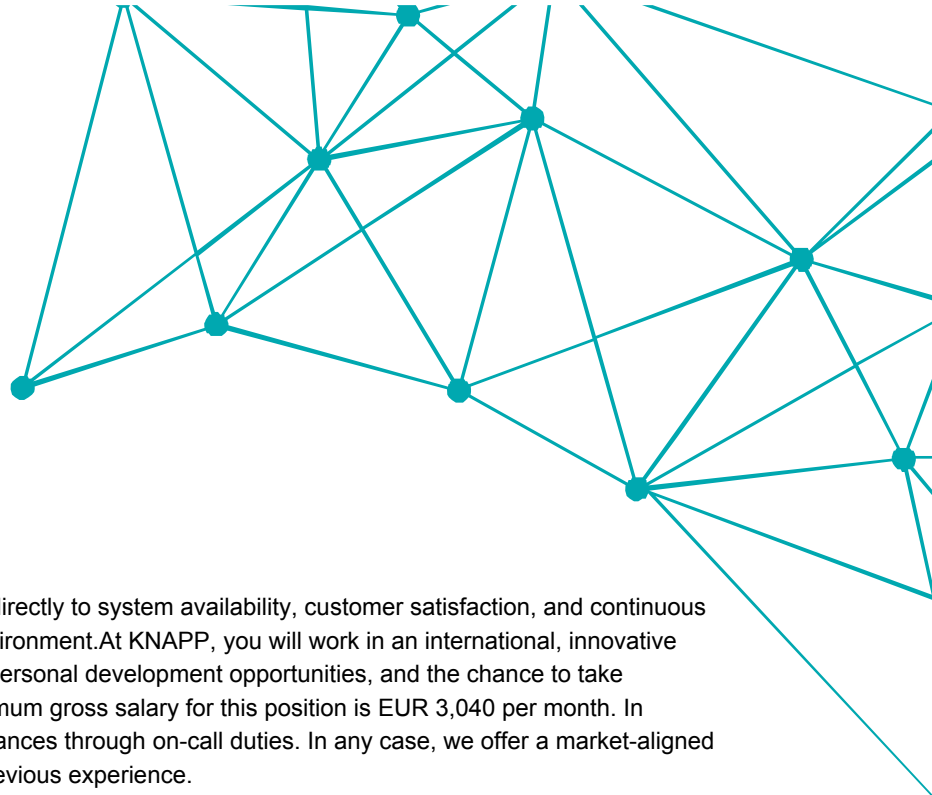
#youareknapp

- You enjoy working in a technical support or operations environment and take responsibility for system stability
- You have a good understanding of IT systems, monitoring, and incident management
- An interest in warehouse automation and logistics processes motivates you
- You are able to communicate and analyse complex technical issues in a structured and calm manner
- You work reliably, prioritise tasks effectively, and document incidents clearly
- You have very good English skills; German skills are an advantage
- You are able to shift work and on-call duties to ensure 24/7 operational support

#weareknapp

KNAPP is a leading technology partner for intelligent warehouse automation solutions worldwide. With the Multi Site Control Center (MSCC), KNAPP provides centralised, proactive support to ensure stable, efficient, and secure operation of automated warehouses. The MSCC team supports customers by combining technical expertise with structured service processes, proactive monitoring, and close collaboration with development and operational





teams. Working in MSCC means contributing directly to system availability, customer satisfaction, and continuous improvement in a highly dynamic technical environment. At KNAPP, you will work in an international, innovative company that offers long-term perspectives, personal development opportunities, and the chance to take responsibility in a critical service role. The minimum gross salary for this position is EUR 3,040 per month. In addition, there is the possibility of further allowances through on-call duties. In any case, we offer a market-aligned salary depending on your qualifications and previous experience.

