

APPLY 24-2025

Audio/Visual and Computer Support Technician

MAIN DUTIES AND RESPONSIBILITIES

- Provision of in-room IT support to high-level meetings and conferences; manage the setting up of conference rooms and assists the running of key meetings
- Responsible for the management, maintenance and, when necessary, upgrading of the institutes audio/visual technical systems in meetings rooms.
- Support staff with the implementation of in-office audio/visual systems in support of online meetings
- Proactive advance coordination with conference/meeting organizers to ensure smooth operations
- Supporting online meetings using services such as, but not limited to, MS Teams, Zoom, etc. for key meetings and assisting users with these services
- Administer the institutional Zoom and Miro licenses and accounts with a proactive inclusion of additional services that benefit the collaboration efforts of the Institute's staff
- Contact AV vendors for hardware replacements or similar tasks.
- Provision of first-level help desk support, installing, deploying and troubleshooting for all ICT hardware to include, (but not limited to) desktop and laptop computers, printers, copiers, presentation beamers and other related peripheral devices
- Overseeing the laptop and desktop PC procurements and coordination with warranty and external repair services to ensure timely repair of defective hardware
- Relocation and placement of IT hardware (i.e. PC's, printers and telephones)
- Performs other tasks as necessary to benefit the department

SKILLS AND QUALIFICATIONS

- Candidates ideally have 1 - 2 years of experience with audio visual systems (i.e. video and audio mixers, etc.)

APPOINTMENT TERMS

- Candidates should be available to take up the position as soon as possible. We offer a full-time, unlimited employment contract.

- Experience with online meeting and video conferencing systems, and meeting room support
- Technical knowledge of and experience with MS Windows, MS Office and other standard software packages
- Ability to work independently and to act within a fast-paced environment where quick thinking solutions are needed
- Experience providing IT help desk support in a professional office environment
- Proven ability to troubleshoot problems using analytical problem-solving skills
- Strong communication and interpersonal skills.
- Fluent in English, working knowledge of German is desirable

- We offer an attractive salary which is exempt from income tax in Austria and negotiable, based on the qualifications, skills and experience of the selected individual and **at least** EUR 37,000.00 gross per annum (subject to deductions for health insurance and/or social security).

IIASA offers a competitive compensation and benefits package.

- Salaries are not directly comparable with other employers in Austria due to IIASA's unique legal status and privileges..
- They are subject to income aggregation (Progressionsvorbehalt).
- Benefits include educational subsidies for school-age children in private schools, generous annual leave, and flexible home office options.
- More information on benefits is available [here](#).

About IIASA

IIASA is committed to a working environment that promotes equality, diversity, tolerance and inclusion within its workforce. This is reflected in our [Core Values](#). We encourage qualified candidates from all religious, ethnic, and social backgrounds to apply. In the case that candidates are equally qualified, preference will be given to applicants from countries where IIASA has a [Member Organization](#).

Further Information

For further information about this opportunity please contact: Lyla Tan
Email: tanlyla@iiasa.ac.at

For general information about working at IIASA please contact:

recruitment@iiasa.ac.at

Applications

In order to apply for this opportunity, you will need to provide the following document

- A cover letter outlining your motivation for and fit to the position
- A detailed Curriculum Vitae

Deadline for receipt of applications: 30 November 2025

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