

Position: Junior IT Application Support Manager (m/f/d)  
Start: Immediate – Part-time (at least 20 hours/week)  
Location: Wickenburggasse 1, 1080 Vienna

### **About UEG**

UEG, or United European Gastroenterology, is a professional non-profit organisation combining all the leading European medical specialist and national societies focusing on digestive health. The mission of UEG is to improve the prevention and care of digestive diseases in Europe through providing education, supporting research and improving clinical standards. UEG's headquarters is in Vienna, Austria where we coordinate all association, education and congress-related matters. All other important information regarding our organisation can be found on our website at [www.ueg.eu](http://www.ueg.eu).

### **The open position**

We are looking for a motivated, service-oriented and technically adept Junior IT Application Support Manager to join our Technology & Innovation team. In this role, you will support, maintain and help facilitate development of internal software applications that are essential for the organisation's daily operations, as well as supporting statistics evaluations.

You will act as a first point of contact for internal users, providing first-level application support and assisting with system administration tasks. Working closely with the IT Solution Manager and the Data Scientist, you will also be involved in ongoing IT and digitalisation projects. This position offers an excellent opportunity to gain hands-on experience in IT application support within an international, professional association environment.

### **Responsibilities**

- Provide first-level IT application support and troubleshooting for internal software tools, including Microsoft Office, CRM systems and project management tools
- Support users with access, connectivity and basic hardware-related issues
- Perform administrative tasks such as user management, permission handling and basic system configuration in Office, CRM and project management systems
- Support IT onboarding and offboarding processes for employees
- Assist in maintaining IT documentation, inventories and internal knowledge bases
- Perform routine system checks and support monitoring of system health and data integrity
- Support software installations, updates and license management activities
- Support analysis of data and processes, statistical evaluations and surveys.
- Collaborate in internal IT and digitalisation projects, participate in team meetings and contribute ideas for process and system improvements

### **Requirements**

- Basic understanding of IT infrastructure, system administration and business applications (e.g. Microsoft 365, CRM and project management tools)
- Basic technical knowledge of databases, APIs and data structures, with an interest in further developing IT skills
- General awareness of IT security best practices and data protection principles

- Proactive, service-oriented mindset with good organisational skills and the ability to manage multiple tasks
- Clear and professional communication skills in English (German is an asset)

#### **We offer**

- Efficient onboarding into a well-coordinated, international team and an open and appreciative working atmosphere and meaningful work.
- The opportunity to incorporate your skills within an innovative scientific organisation and to further develop your professional abilities.
- A family-friendly, flexible work environment, home office as well as a modern and easily accessible office.
- Social benefits including coverage of the “Wiener Linien” annual ticket, food vouchers, childcare support subsidy and others.
- Company Pension Plan
- The minimum salary under the collective agreement “Werbung und Marktkommunikation” is currently € 35,000 per year (based on 38.5 hours per week). However, we have a clear willingness to offer a higher salary based on your experience and personal skill set.

#### **Interested?**

Please send your detailed application documents and salary expectations to UEG - United European Gastroenterology, Wickenburggasse 1, 1080 Vienna, with attention to Mr Christoph Ritsch, [hr@ueg.eu](mailto:hr@ueg.eu).