



## IT Support (m/f/x)

**Date posted:** February 2020

**Location:** Vienna, Austria

**About HOOKIPA:** HOOKIPA Pharma Inc. (NASDAQ: HOOK) is a clinical stage biopharmaceutical company developing a new class of immunotherapeutics, targeting infectious diseases and cancers based on its proprietary arenavirus platform that is designed to reprogram the body's immune system.

### Position Summary:

We are looking for an experienced IT Specialist to join our highly motivated and dedicated team at HOOKIPA. The chosen candidate will work closely with the IT Director in order to support our employees with all IT topics. The position requires excellent organization skills and a service-/outcome-oriented, communicative and flexible personality.

### Main Responsibilities:

- First contact person for support issues for about 100 employees at our Vienna office as well as coordination of support-activities for our office in New York.
- Securing the technical IT operation incl. documentation
- Steering of external partners (service activities and projects)
- Processing and handling of various operations in 1<sup>st</sup>- and 2<sup>nd</sup>-Level-Support as well as professional user support
- Problem analysis, solution finding and fault elimination with fault documentation and preventive optimisation
- Participation in exciting IT projects (eg. Office 365 migration, SCCM introduction, establishment of ITIL processes and much more)
- Purchase and management of IT Equipment
- Preparation and implementation of IT relevant trainings

### Qualifications:

- Completed IT education (Fachschule, HTL, FH)
- Several years of professional experience in IT operation/user support including experience with ticket systems
- Excellent Knowledge in IT infrastructure, network, hardware, Windows Server, Webex and the current Microsoft Software Suites (Office 365)
- Accurate and structured approach to work; hands-on mentality
- Good skills of relevant methods and frameworks (e.g. ITIL, SLA-Management)
- First experiences in project management is an advantage
- Fluency in German and English (both orally and written)

### What we offer:

- Strong team with dedicated and passionate researchers
- State of the art infrastructure
- Excellent working atmosphere
- Opportunities for personal development
- Working in a multinational and multicultural environment



We are required by Austrian law to post a minimum salary. The minimum monthly gross salary for this position is EUR 2.487,- based on fulltime (40 hours per week); depending on experience and qualification salary can be negotiated. In addition, we offer a performance-related bonus payment and participation in our stock option compensation program.

Starting date: as soon as possible

**Contact:**

If you (m/f/x) are interested in this challenging position, please send your CV including a cover letter summarizing your qualification and experiences to: **talent@hookipapharma.com**

For more information on HOOKIPA please visit [www.hookipapharma.com](http://www.hookipapharma.com)