



IT Support Specialist (m/w/d)

Virusure is a leading biotechnology company specializing in virus and prion safety testing for biopharmaceutical products. As a GLP/GMP-certified contract laboratory, we support the global biopharmaceutical industry with high-quality pathogen safety services.

To strengthen our Equipment & IT team in Vienna, we are looking for a motivated and service-oriented IT Support Specialist who enjoys working in a dynamic laboratory and office environment and wants to contribute to the reliability of critical business and laboratory systems.

Tasks & Responsibilities:

- Provide on-site Level 1 IT support for employees in office and laboratory environments
- Act as the key contact and coordinate with external IT service providers delivering Level 2 and Level 3 support
- Manage IT equipment throughout its lifecycle, including installation, configuration, troubleshooting, maintenance, and decommissioning
- Administer users and access rights within validated OT and laboratory-related systems
- Support and monitor backup processes for IT and OT systems
- Coordinate the onboarding of new employees by preparing accounts, hardware, and system access
- Maintain accurate and compliant documentation of IT activities and system changes
- Contribute to the continuous improvement of IT processes, infrastructure, and support procedures

Your Profile:

- Education in Information Technology, Computer Science, or a related technical field (HTL, university degree, or equivalent certifications)
- Practical experience with Microsoft Windows environments and Microsoft Identity & Access Management solutions
- Strong problem-solving skills and a structured, proactive approach to work
- Hands-on mentality combined with excellent organizational and communication skills
- Ability to work independently while collaborating effectively across departments
- Experience in regulated environments (GLP, GMP, GxP, pharmaceutical, biotech, or medical device industry) is an advantage
- High level of accuracy, reliability, and attention to detail
- Good English skills; German language skills are beneficial
- Curiosity, willingness to learn, and enthusiasm for technology



VIRUSURE

Quality is no coincidence

What we offer:

- A meaningful role in a growing biotechnology company contributing to the safety of innovative therapies worldwide.
- The opportunity to work at the intersection of science, innovation, and marketing.
- A collaborative and international working environment with flat hierarchies and short decision-making paths.
- Flexible full-time or part-time employment options.
- Professional development and continuous learning opportunities.
- Regular team events and company activities.
- Modern office location in Vienna.
- A minimum gross monthly salary of €2,600 (full-time basis), with a willingness to overpay depending on qualifications and professional experience.

Interested?

If you would like to become part of our team and contribute to the safe development of biopharmaceutical products worldwide, we would be pleased to hear from you.

Please send your CV to: Frau Dijana Doknic humanresources@virusure.com

For more information on ViruSure please visit www.virusure.com