



## IT Support Engineer (m/f/x) for internal Employee Support

Ever wanted to work within a global IT department for an innovative software company with a focus on lean processes? Do you want to be part of an agile IT team that lives open communication, constantly masters challenges together whilst having fun at work? You want to grow and develop your career? Then stop looking and apply to be a part of our on-site IT support team in Graz.

### Your role at Dynatrace

- You are the **first contact person for our employees** (mostly Software Engineers) to enable their digital work life.
- Take over the initial triage of tickets, resolution, qualification, and escalation of **Incidents and Service Requests**.
- Be responsible for resolving client technology issues as well as executing **local/regional projects** as part of global programs such as the deployment of new client hardware and software technologies.
- Install and provide top-notch **equipment** (high-performance notebooks, Macbooks, ...) for our modern workplaces (Windows, MacOS, Linux).
- Understand and evaluate the **needs of our employees** and support IT training activities.
- Support local events and be responsible for **digital collaboration tools** and meeting room equipment, such as Microsoft Surface Hub.
- Coordinate **external IT service providers**.
- Identify potential for improvement and collaborate with distributed IT teams.
- Depending on your interests be part or lead several **IT projects** for continuous improvements.

### What will help you succeed?

- Completed **IT education** and, ideally first practical experience.
- Knowledge of the **Microsoft environment** (OS, M365, Active Directory, etc.).
- Basic expertise in the **infrastructure environment** (network, etc.).



- Ability to **troubleshoot** and accurately diagnose IT-related issues.
- ITIL Foundation Certification is a plus.
- Fluent in **English and German**.

Dynatrace believes that potential is defined by more than qualifications or background. If you're passionate about this job, working in a tech environment, and are eager to learn, we invite you to apply.

### Why you will love being a Dynatracer:

What's in it for you?

- A **one-product software company** creating real value for the largest enterprises and millions of end customers globally, striving for **a world where software works perfectly**.
- Working with the **latest technologies** and at the forefront of innovation in tech on scale; but also, in other areas like marketing, design, or research.
- Working models that offer you the flexibility you need, **ranging from full remote options to hybrid ones** combining home and in-office work.
- A team that thinks outside the box, welcomes unconventional ideas, and **pushes boundaries**.
- An environment that fosters innovation, enables creative collaboration, and **allows you to grow**.
- A globally unique and **tailor-made career development program** recognizing your potential, promoting your strengths, and supporting you in achieving your career goals.
- A **truly international mindset** with Dynatracers from different countries & cultures all over the world, and English as the corporate language that connects us all.
- A culture that is being shaped by the diverse personalities, expertise, and backgrounds of our global team.

Compensation and rewards

Ready to accelerate digital transformation with us?

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- We offer attractive compensation packages and stock purchase options with **numerous benefits and advantages**.
- Due to legal reasons, we are obliged to disclose the minimum salary for this position, which is € 35,000 gross per year based on full-time employment (38.5 h/week). We offer a **higher salary** in line with qualification and experience.

## About Dynatrace

*Dynatrace exists to make the world's software work perfectly. Our unified software intelligence platform combines broad and deep observability and continuous runtime application security with the most advanced AIOps to provide answers and intelligent automation from data at an enormous scale. This enables innovators to modernize and automate cloud operations, deliver software faster and more securely, and ensure flawless digital experiences. That is why the world's largest organizations trust Dynatrace® to accelerate digital transformation.*

*We're an equal opportunity employer and embrace all applicants. Dynatrace wants YOU—your diverse background, talents, values, ideas, and expertise. These qualities are what make our global team stronger and more seasoned. We're fueled by the diversity of our talented employees.*

You want to know more about this role?  
Click on the link to go through the full description.

[\(IT Support Engineer \(m/f/x\) for internal Employee Support | Dynatrace Careers\)](#)

## Your contact person

Oliwia Radlowska  
Talent Acquisition Specialist  
[Oliwia.radlowska@dynatrace.com](mailto:Oliwia.radlowska@dynatrace.com)  
+48 885 661 282

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