



universität
wien

start up

Information and Services
for Staff (A–Z)





Welcome!

Starting a new job means having to get familiar with a new environment and, especially during the first stage, many questions will surely arise. You will most likely learn many essential things talking to your colleagues and your superiors. In addition, all staff at the University of Vienna will be ready to help you and provide competent, service-oriented assistance in their respective fields of work.

This A-Z info brochure – even though it does not claim to be exhaustive – will give you a general overview of the most relevant services, offers and service units as well as of specific terms used at the University of Vienna. Furthermore, the intranet of the University of Vienna (uni-intra) can provide more detailed information on the themes addressed here as well as on many other areas.

We wish you a good start at the University of Vienna!

Human Resources Development, January 2018



Services – Overview



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Topics A-Z

Accessibility

The Accessible Studying team at the Student Point of the University of Vienna provides advisory services for students with physical and mental disabilities.

The team also coordinates projects for students with disabilities in order to enhance accessibility and equal opportunities at the University.

For an overview of all websites in Austrian Sign Language (ÖGS) please visit:

- 🏠 barrierefrei.univie.ac.at/en
- ✉️ barrierefrei@univie.ac.at

Accounting and Finance

The Accounting and Finance service unit is in charge of all financial affairs of the University of Vienna. This includes, in particular, current financial accounting, preparation of the annual report, budgeting and controlling as well as reporting for the entire University.

- 🏠 finanzwesen.univie.ac.at (in German)
- ✉️ rechnungswesen@univie.ac.at

Annual Award

It is important to the University of Vienna that special achievements of its staff are made visible. The Annual Award that is presented to selected staff of the University of Vienna is an instrument to this end.

The Annual Award honours proposals for improvement whose implementation

- ▶ significantly increases service orientation, in particular for students or
- ▶ verifiably contributed to an increase of efficiency and an improvement of processes.

The Award may be granted to individuals or teams. The deadline for proposals is usually announced on the website in October/November, and the prize is awarded during the Rectorate's Christmas party.

- 🏠 intra.univie.ac.at/themen-a-z (in German see – 'Jahrespreis')
- ✉️ jahrespreis@univie.ac.at

Annual Leave

All new staff are subject to the annual leave regulations found under section 19 of the Collective Bargaining Agreement for University Staff. The normal period of paid annual leave is 25 working days. Certain staff groups (e.g. staff with disabilities, older staff or long-term employees) are entitled to additional paid annual leave. For further information please contact Human Resources Administration, which also calculates the annual leave reference date.

- 🏠 intra.univie.ac.at/themen-a-z (in German – see 'Erholungsurlaub')

Annual Staff Appraisal

The annual staff appraisal ensures dialogue between superiors and staff outside regular job communication routines in the form of a structured, guideline-based talk.

It is aimed at providing orientation and helping you focus your work on a common goal and define main work areas for the next (working) year. Furthermore, it is an opportunity to express mutual appreciation and offer constructive feedback, which can improve both the quality of work and the working atmosphere. In addition, it provides a forum for addressing development perspectives and possibilities of staff members.

- 🏠 intra.univie.ac.at/en/topicals-a-z (see 'Staff appraisal')
- ✉️ jahresgesprach@univie.ac.at

Business Cards

If you need any information on the graphic design and costs of official business cards for staff of the University of Vienna, please visit the intranet under 'Visitenkarten' (in German). You can also order business cards there.

- 🏠 intra.univie.ac.at/themen-a-z (in German – see 'Visitenkarten')

Career Promotion Measures for Female Academics

The development and organisation of various measures in the field of the advancement of academic careers is one of the main responsibilities of the Gender Equality and Diversity Unit. Its programme includes workshops as well as long-term measures and is tailored to a target group ranging from female doctoral candidates to senior postdocs:

- ▶ appointment training for prospective female professors
- ▶ Berta Karlik programme
- ▶ mentoring programme
- ▶ career planning curriculum for female and male postdoctoral researchers
- ▶ career planning curriculum for female predoctoral researchers.

- 🏠 personalwesen.univie.ac.at/en/gender-equality-diversity
- ✉️ femail@univie.ac.at

Center for Doctoral Studies

One of the strategic objectives of the University of Vienna is to provide excellent doctoral education. The Center for Doctoral Studies of the Research Services and Career Development service unit provides advice and organises events and workshops for doctoral candidates to help them carry out and complete their dissertation projects.

- 🏠 doktorat.univie.ac.at/en
- ✉️ info.doktorat@univie.ac.at (general enquiries)
- ✉️ training.doktorat@univie.ac.at (enquiries on the workshop programme)

Center for Teaching and Learning (CTL)

The University of Vienna is committed to supporting junior teachers who are starting their teaching career at the University as well as other interested teaching staff with regard to advancing their teaching skills in the best possible way. The Center for Teaching and Learning (CTL) offers the following modules for the professionalisation of teaching competence:

- ▶ basic qualification for junior staff
- ▶ practical coaching for predocs
- ▶ emphasis module: Teaching Competence plus.

- 🏠 ctl.univie.ac.at (in German)
- ✉️ ctl@univie.ac.at

Childcare (Age 0–6)

The Children's Office runs the *Staubemäuse*, *Forscherflöhe*, *Unispitzen* and *Neugierdsnasen* groups for children aged between 0 and 6, which offer half-day or all-day childcare. Those needing childcare services are entered in a list. The places are primarily assigned to staff of the University of Vienna. Any remaining places are made available to students of the University of Vienna.

- 🏠 kinder.univie.ac.at/en
- ✉️ kinderbuero@univie.ac.at

Children's Office

The Children's Office is a social service provider of the University of Vienna and helps both students as well as academic and non-academic staff with regard to reconciling studying/job and parental duties. It offers individual advice to all parents. Its projects and measures respond to specific demands and are aimed at finding the best possible childcare solutions for parents working at the University.

- 🏠 kinder.univie.ac.at/en
- ✉️ kinderbuero@univie.ac.at

Children's University of Vienna/ Children's University during Holidays

The Children's University of Vienna targets children aged from 7 to 12. Its goal is to increase children's interest in the academic world and research in an informal way. The Children's University also takes place during the Easter and summer holidays. Upon application, reduced fees are granted to children of staff of the University of Vienna.

- 🏠 www.kinderuni.at (in German)
- ✉ info@kinderuni.at

Code of Conduct

The Code of Conduct of the University of Vienna complements the existing regulations, which continue to apply (laws, statutes, regulations, company-level agreements, work contracts etc.), to cover the following aspects:

- ▶ good academic practice
- ▶ relations between members of the University of Vienna
- ▶ relations with business partners and third parties
- ▶ conflicts of interest of a personal and economic nature
- ▶ use of resources and the environment
- ▶ handling of data and information (confidentiality)
- ▶ executive responsibilities, including financial administration
- ▶ reports and complaints.

The corresponding document is available on the intranet and in the *Start Up Brochure* for new staff.

- 🏠 intra.univie.ac.at/themen-a-z (in German – see 'Code of Conduct')
- ✉ buero.rektorat@univie.ac.at

Collective Bargaining Agreement

The Collective Bargaining Agreement for staff of the University of Vienna has been in force since 1 October 2009 and covers all staff employed with the University of Vienna as of 1 January 2004.

The Collective Bargaining Agreement provides a secure, job-related framework of regulations for university staff on the basis of collective bargaining provisions and company-level agreements and also offers new career models. The Collective Bargaining Agreement has been concluded for a term of five years and is aimed at ensuring legal certainty as well as a future-oriented approach.

- 🏠 personalwesen.univie.ac.at/en/services-for-employees/legal-framework
- ✉ personaladministration@univie.ac.at

Commuting Allowance/ Commuter Lump Sum

Eligibility for commuting allowance is regulated in section 61 of the Collective Bargaining Agreement for University Staff. To apply for the commuter lump sum, please complete form L 34 (*Erklärung über die Berücksichtigung des Pendler-Pauschales*) and file it with Human Resources Administration.

The regulations covering eligibility for commuting allowance have been harmonised with the regulations for public sector staff and are linked to eligibility for the commuter lump sum.

- 🏠 intra.univie.ac.at/en/topicals-a-z (see 'Commuting allowance')
- ✉ personaladministration@univie.ac.at

Conflict Resolution

Conflicting interests, opinions, needs and forms of working are a frequent occurrence in working life. The Conflict Resolution Counselling Office at the University of Vienna offers all staff advice and support with work-related problems.

- 🏠 konfliktberatung.univie.ac.at (in German)
- ✉ christian.albert@univie.ac.at

Consecutive Employment Contracts of Limited Duration

Section 109 of the 2002 Universities Act

Employment contracts of limited duration must not exceed a maximum term of six years. As a rule, consecutive contracts of limited duration are prohibited.

In three exceptional cases, two or more consecutive contracts of limited duration are permissible. However, even in these cases, the total term of the contracts must not exceed a maximum of six years in the case of full-time employment, and a maximum of eight years in the case of part-time employment (up to 37.5 hours a week).

It is permissible to conclude several contracts of limited duration consecutively within the total term provided that the employee in question is working in third-party funded projects or exclusively in a teaching capacity (e.g. as a lecturer or tutor) or as a replacement for employees who are on leave temporarily.

- 🏠 intra.univie.ac.at/themen-a-z (in German – see 'Kettenvertragsregelung')
- ✉ personaladministration@univie.ac.at

Corporate Design (CD)

The corporate design of the University of Vienna is used on printed materials, business cards, brochures and many other products. The Corporate Communications service unit provides, among others, information and support with regard to the correct use of the CD. All products bearing the corporate design that are currently available can be obtained via the intranet pages of Corporate Communications.

- 🏠 public.univie.ac.at/en/services
- ✉ public@univie.ac.at

Course Database

The course database maintained by Human Resources Development and the Vienna University Computer Center (ZID) provides an overview of all continuing education courses that are currently on offer. The staff user ID of the University of Vienna also permits access to the new course database, where the continuing education seminars offered by the individual units of the University of Vienna (Human Resources Development, ZID course and e-learning office) are listed. Using the ID, you can also register for these seminars or cancel registrations.

A separate folder ('*Meine Kurse*') provides an overview of your personal courses.

- 🏠 www.univie.ac.at/kursdatenbank/index.html (in German)
- ✉ personalentwicklung@univie.ac.at

Course Directory

The course directory provides an overview of all courses held at the University of Vienna. Please use the following link to conduct a course search:

- 🏠 ufind.univie.ac.at/en/vvz.html



Dean's Office

The dean's office is the main contact point for all administrative and organisational matters of a faculty. It not only coordinates the faculty's subunits but also serves as an interface between the faculty and other university institutions as well as the Rectorate.

The dean's office assists the faculty leadership (dean and vice-dean) in fulfilling its strategic and operational tasks. These include, among other things, planning and coordination of all business processes of the faculty, budget planning and control at faculty level, human resources management, appointment and habilitation procedures, organisational development as well as internal and external communications. The heads and managing directors of the dean's office are in charge of leading the different dean's offices.

Dependant Care Leave

If any children, foster children and relatives in your household need caregiving, you can apply for dependant care leave with your superior. The application form is available for download on the intranet.

🏠 intra.univie.ac.at/themen-a-z
(in German – see 'Pflegefreistellung')

**Directorate of Studies/
Studies Service Center**

Upon admission to the degree programme, the directorates of studies (SPL) are responsible for the degree programmes. They handle the planning of the teaching programme and decide on study law and the organisation of studies. The directorates of studies are assisted by the studies service centers (SSC) and the studies service units (SSS) at the individual faculties and departments.

🏠 www.univie.ac.at/en/about-us/governance-structure/organisation-of-studies-courses

Disability Representatives

The elected disability representatives for academic and non-academic staff closely cooperate with the Works Council in order to safeguard the economic, social, cultural and health-related interests of staff with disabilities. Their goal is to ensure full accessibility to the entire University of Vienna, compliance with the *Behinderteneinstellungsgesetz* (disability employment act) and the *Behindertengleichstellungsgesetz* (disability equality act).

🏠 bvp.univie.ac.at (in German)

For academic university staff:

Anne-Marie Hecker
✉ anne-marie.hecker@univie.ac.at

For non-academic university staff:

Wolfgang Novak
✉ wolfgang.novak@univie.ac.at

**Discounts and Special Conditions
(Companies/Insurance)**

The works councils for academic and for non-academic university staff keep a list of companies that grant discounts to staff of the University of Vienna as well as other areas where special conditions apply (discounts, price reductions, favourable loan conditions, etc.). If loyalty cards have to be presented, they can, upon prior reservation, be obtained from the Works Council for the time of the purchase.

An overview of the available shopping discounts is provided on the Works Councils' websites and intranet pages:

🏠 braup.univie.ac.at/news-more/verguenstigungen-fuer-mitarbeiterinnen
(in German)
🏠 brwup.univie.ac.at/services/rabatte
(in German)

Works Council for the General University Staff

✉ br-aup@univie.ac.at

Works Council of the Scientific Staff

✉ br-wup@univie.ac.at

E-Learning and Streaming

The Vienna University Computer Center (ZID) provides technical support with regard to e-learning services at the University of Vienna. Apart from the Moodle platform for e-learning courses, students and staff also have access to streaming services. This permits the recording and transmission of lectures and events in specific lecture halls.

The ZID runs Moodle as the primary learning platform of the University of Vienna. The ZID e-learning support team organises Moodle training courses, produces the corresponding documentation and helps students and staff in the case of technical problems with the platform.

- ✉ helpdesk.zid@univie.ac.at
- ☎ **T +43-1-4277-444**

Educational Leave

Educational leave is granted for the purpose of continuing education and can be taken by all staff who have been employed with the University of Vienna for at least one year. It is based on an individual agreement between the employee on the one hand and the University of Vienna as the employer on the other.

The period of educational leave ranges from a minimum of three months to a maximum of one year. To arrange your educational leave, please contact Human Resources Administration. During educational leave, the employee in question is entitled to receive continuing education payments from the Austrian Public Employment Service (AMS).

- 🏠 intra.univie.ac.at/themen-a-z (in German – see ‘Bildungskarenz’)
- ✉ personaladministration@univie.ac.at

Employee ID Card

The employee ID card confirms that you are an employee at the University of Vienna. Please contact Human Resources Administration to have your ID card issued.

- 🏠 intra.univie.ac.at/en/topicals-a-z (see ‘Employee ID card’)
- ✉ michael.widhalm@univie.ac.at

Equal Opportunities

The Equal Opportunities Working Party is a collegial body established by the Senate of the University, in which all groups of university members from all faculties are represented. Its task is to combat discrimination due to gender, ethnicity, religion or belief, age or sexual orientation.

In addition, it advises university governing bodies and university members with regard to issues of equality and takes part in all appointment and habilitation procedures.

- 🏠 gleichbehandlung.univie.ac.at (in German)
- ✉ gleichbehandlung@univie.ac.at

Evaluation

The Unit for Quality Assurance supports the University of Vienna in its endeavour to ensure a high level of quality in teaching, study and research activities. It contributes to the further development of the university quality assurance system and the concomitant quality criteria, methods and instruments.

The evaluation of courses is part of quality assurance and is aimed at improving the level of teaching. The individual faculties, service units and services are also evaluated at regular intervals.

- 🏠 www.qs.univie.ac.at (in German)
- ✉ evaluation@univie.ac.at

Events

With lecture halls and other rooms at more than 70 locations across Vienna, the University of Vienna is one of Austria’s leading conference and event venues. More than 1,500 events took place at the University last year in addition to standard curricular teaching activities. Hosting about 180 national and international meetings and 10 to 15 congresses every year, the University of Vienna has contributed to Vienna’s eminent position as a conference destination.

For information on current events, please visit the start page of the University of Vienna, the online event calendar or the University of Vienna Facebook page. All university staff can enter their own events into the online calendar themselves.

- 🏠 kalender.univie.ac.at (in German)
- 🏠 www.facebook.com/univienne
- ✉ event@univie.ac.at

Flexible Childcare/Flying Nanny

Flying Nanny – the University’s Children’s Office childcare service – provides flexible childcare where and when needed. The Children’s Office of the University of Vienna organises childcare during continuing education seminars, conferences and congresses.

In addition, when school is closed (e.g. during holiday weeks or single holidays), the Flying Nanny travels to various organisations and companies to offer childcare there, while the parents are doing their work.

- 🏠 kinder.univie.ac.at/en/flying-nanny.html
- ✉ kinderbuero@univie.ac.at

Gender Equality and Diversity

The Gender Equality and Diversity Unit provides services which, based on the issue of gender equality, aim at ensuring equal opportunities for all university members. It focuses especially on developing and implementing measures to support the academic careers of women at the University of Vienna.

Further focuses include gender monitoring, development of strategies and new fields of activity from the perspective of diversity.

- 🏠 personalwesen.univie.ac.at/en/gender-equality-diversity
- ✉ femail@univie.ac.at

German Language Courses

The Language Centre/Innovation Centre of the University of Vienna organises a wide range of German language courses at different levels, during the entire academic year and in the summer months. Academic staff of the University of Vienna employed with the University for more than one year who attend courses at the Language Centre in order to learn German or improve their German language skills can apply for cost coverage at Human Resources Development.

- 🏠 sprachenzentrum.univie.ac.at/deutschkurse
- ✉ deutschkurse@univie.ac.at

Guided Tours/Event Management

The University of Vienna offers numerous interesting guided tours of various locations.

In addition to the Main Building, the University Library and the University of Vienna Observatory, it is also possible to book guided tours of the Campus of the University of Vienna, the Wolf Science Center at Ernstbrunn, the Haidlhof at Bad Vöslau as well as of academic collections.

- 🏠 event.univie.ac.at/en
- ☎ **T +43-1-4277-175 25**



Hardware and Software

Through the u:book service of the ZID, members of the University of Vienna can buy high-quality notebooks at favourable prices at the beginning of each semester.

🏠 www.ubook.at/startseite (in German)

In the context of the Microsoft Campus Agreement, the University of Vienna offers its members private use of current Office products for Windows and Mac OS for a small fee. See also the brochure *IT Services for Staff*.

🏠 zid.univie.ac.at/en/services/for-staff/software
✉ software.zid@univie.ac.at

Helpdesk

The Helpdesk of the ZID is your main contact point in the event of IT problems at the University of Vienna. The Helpdesk receives error messages and forwards them to the units concerned, and it handles course registrations, password changes and the sale of manuals. All ZID publications (the *Comment* journal, info folders, brochures, forms) are available at the Helpdesk.

Mon. to Fri. 8:00–16:00

🏠 zid.univie.ac.at/en/support/helpdesk
✉ helpdesk.zid@univie.ac.at
📞 T +43-1-4277-444

i3V

i3V is the administration software used by the University of Vienna. i3V is used to manage data on staff, students, examinations, events as well as on rooms and research. First level support for all applications is provided by the individual specialist units. The Campus Information and Business Intelligence Services (CIBIS) section of the ZID develops, runs and maintains i3V and also manages the data warehouse of the University of Vienna.

✉ studienadmin@univie.ac.at
✉ lehradmin@univie.ac.at
✉ pruefungsadmin@univie.ac.at
✉ i3v.persadmin@univie.ac.at
✉ reporting.univis@univie.ac.at

Individual Personal Development (Coaching)

In addition to the internal continuing education programmes, individual coaching can be made available at the initiative of staff members, organisational units and subunits. Human Resources Development provides expertise and financial support for the following purposes:

- ▶ initiatives responding to specific demands
- ▶ coaching
- ▶ mediation
- ▶ team development
- ▶ organisational development.

🏠 intra.univie.ac.at/themen-a-z
(see 'Coaching')
✉ personalentwicklung@univie.ac.at



Initial and Continuing Education

The University of Vienna offers its employees a wide spectrum of vocational training and continuing education options. Human Resources Development offers seminars for specific target groups, which are mostly free for university staff and, in addition, special training programmes for individuals, teams and subunits are supported as required. For further information see 'Internal Continuing Education' and 'Individual Personal Development'.

- 🏠 intra.univie.ac.at/en/topicals-a-z
Human Resources Development
see 'Human Resources Development'
- ✉ personalentwicklung@univie.ac.at

In cooperation with the ZID, Human Resources Development offers free IT courses for staff members, which are oriented towards the specific features of the software used at the University of Vienna. See 'IT Courses/ ZID Training Courses'.

- 🏠 www.univie.ac.at/kursdatenbank (in German)
- ✉ kurse.zid@univie.ac.at

The Center for Teaching and Learning cooperates with Human Resources Development to offer didactic initial and continuing education for all teaching staff at the University of Vienna. The focus is on providing basic qualifications for junior teachers as well as on emphasis seminars in the area of teaching competence. See 'Center for Teaching and Learning (CTL)'.

- 🏠 intra.univie.ac.at/themen-a-z (in German – see 'Lehre verbessern und weiterentwickeln')
- ✉ ctl@univie.ac.at

The Postgraduate Center of the University of Vienna offers the opportunity of acquiring additional interdisciplinary professional and supplementary qualifications (for a fee). The majority of curricula are part-time programmes subject to international quality assurance criteria for universities.

- 🏠 www.postgraduatecenter.at/en
- ✉ info@postgraduatecenter.at

Internal Continuing Education

The internal continuing education programmes offered by Human Resources Development are aimed at all staff of the University of Vienna. As a rule, they are free of charge and almost exclusively take place during working hours. The programmes specifically target administrative and academic staff and cover key strategic subjects:

- ▶ IT courses
- ▶ seminars in English
- ▶ law
- ▶ personal skills
- ▶ change management
- ▶ knowledge organisation
- ▶ didactic skills
- ▶ advancement of women
- ▶ communications
- ▶ occupational health and safety
- ▶ leadership and management
- ▶ teaching and examination matters
- ▶ office management and work structuring
- ▶ academic working
- ▶ foreign languages
- ▶ finance
- ▶ workshops for newly appointed professors.

- 🏠 intra.univie.ac.at/organisation/personalwesen-und-frauenfoerderung/seminar-und-schulungsprogramm (in German)
- ✉ personalentwicklung@univie.ac.at

Internal Online Ticketing System

Facility Infrastructure, Logistics and Space Management, a subunit of the Facility and Resources Management service unit, is in charge of any necessary repair and maintenance work as well as of other issues concerning infrastructure and facility operations. The section is also in charge of maintenance staff, the post room as well as mail deliveries and parking space administration. Repair and maintenance work is carried out either by university staff or by third parties. An online ticket must be made out for any work performed.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see 'Online-Dienstzettel')
- ☎ T +43-1-4277-128 99

Intranet – Uni-intra

Uni:intra is an information platform for staff of the University of Vienna. It comprises a wide range of topics from A–Z, with information on all areas related to the University as well as further links and downloads. Uni:intra also supplies information on current changes.

- 🏠 intra.univie.ac.at
- ✉ uni.intra@univie.ac.at

Introduction of New Staff

The University of Vienna has a long tradition of helping new staff get familiar with their working environment and providing a general overview of the organisation and structure of the University as well as its manifold achievements in research, teaching and administration.

All new employees (both academic and non-academic staff) are encouraged to use these information services. They include 2 Welcome Days in each semester, which take place in the Marietta-Blau-Saal, as well as a start-up information package consisting of a presentation of the University of Vienna and an A–Z information and service brochure. Furthermore, Human Resources Development organises seminars for specific target groups.

- 🏠 intra.univie.ac.at/en/topicals-a-z (see ‘New members of staff’)
- ✉ personalentwicklung@univie.ac.at

IT Courses (Computer Courses) – ZID Training Courses

Human Resources Development cooperates with the ZID to offer free computer courses for university staff, most of which are oriented towards the specific requirements of the University.

In addition, for a small fee (EUR 60), university staff members have the opportunity to participate in all IT courses organised by the ZID course office as well as in the free information events, open to all, which the ZID holds on specific IT subjects.

Apart from in-class events, the ZID cooperates with the Vienna University of Technology to communicate IT knowledge through online courses. As an authorised test centre, the ZID also offers the opportunity of acquiring the European Computer Driving Licence (ECDL) in return for a small contribution towards expenses.

- 🏠 zid.univie.ac.at/en/services/services-from-a-z/i/it-courses
- ✉ kurse.zid@univie.ac.at

Job Announcements

All current job announcements (except professorships) are published in the Job Center of the University of Vienna. The Job Center staff provide advice regarding correct job announcement procedures (e.g. regulations for publication and deadlines).

- 🏠 jobcenter.univie.ac.at/en
- ✉ jobcenter@univie.ac.at

Job Center

Since 2008 the University of Vienna has run the Job Center, which provides a wide range of services for job applicants, university members and organisational units looking for new staff. Through the Job Center, job announcements can be placed on the Internet and handled electronically until their publication. Furthermore, the Job Center ensures a professional, efficient application procedure for all internal and external applicants.

- 🏠 jobcenter.univie.ac.at/en
- ✉ jobcenter@univie.ac.at

Language Courses/Language Centre of the University of Vienna

The Language Centre/Innovation Centre of the University of Vienna offers students and university staff a wide range of languages courses (for a fee). In addition, university staff can participate in certain specialised courses that are run in cooperation with Human Resources Development free of charge.

- 🏠 sprachenzentrum.univie.ac.at/en
- ✉ sprachenzentrum@univie.ac.at

Leave of Absence for Research and/or Teaching

Generally speaking, leave of absence for research and/or teaching can be granted to all academic staff (except university lecturers). During the leave period, the employees do not have to perform their duties at their home university but work as researchers/teachers in their field of activity at another location.

There are two types of leave of absence:

- ▶ paid leave of absence
- ▶ unpaid leave of absence.

In the case of paid leave of absence, the social insurance situation of the staff concerned remains unchanged. In the case of unpaid leave of absence, the person concerned ceases to have social insurance.

- 🏠 intra.univie.ac.at/themen-a-z (in German – see ‘Freistellungen’)
- ✉ personaladministration@univie.ac.at

Legal Advice

In their research work, the researchers of the University of Vienna collaborate with private sector business enterprises, governmental agencies and other universities at home and abroad. The majority of contracts in the area of research that are concluded by the University of Vienna with external partners are reviewed and supervised by Research Services and Career Development on behalf of the Rectorate.

- 🏠 intra.univie.ac.at/en/topicals-a-z (see ‘Legal advice’)

Library

The Main Library as well as the 50 departmental and special libraries house more than six million books. Furthermore, the University Library provides access to numerous databases, e-journals and e-books. Almost all books of the Main Library that have been catalogued since 1932 as well as a portion of the books of the departmental and special libraries are available in the online catalogue.

University staff and students who hold a library card, which is issued at the counter of the Main Library, can borrow the majority of books free of charge. Any books that are not available in Vienna can be ordered via the inter-library loan system. The University Library also offers an extensive multimedia library.

- 🏠 bibliothek.univie.ac.at/english/services.html
- ✉ helpdesk.ub@univie.ac.at

Mail Service/Post Room

The post room in the Main Building of the University of Vienna sorts all incoming mail and delivers it to the individual offices and also dispatches mail.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Poststelle’)
- ☎️ T +43-1-4277-127 28
- ☎️ T +43-1-4277-127 22

Mailbox Service

All staff of the University of Vienna can apply for use of the mailbox service of the ZID (mailbox user ID), which includes a personal e-mail address, storage space for your personal website and/or personal data, Internet access from home as well as access to the science database and the press review service of the Austria Press Agency.

- 🏠 zid.univie.ac.at/en/services/for-staff/account-e-mail
- ☎️ T +43-1-4277-444 (Helpdesk)

Occupational Health and Safety

Health, Safety and Security is concerned with all questions regarding occupational health and safety, including the prevention of accidents, workplace design, work-related medical or psychological services and waste management. Together with the occupational health practitioners, this section organises the annual Health Day at the University of Vienna.

- 🏠 rrm.univie.ac.at/services-von-a-z
- ✉️ rrm.arbeitnehmerinnenschutz@univie.ac.at

Occupational Health – Corporate Health Promotion

To keep the staff of the University of Vienna healthy at work, Health, Safety and Security coordinates and organises the following services:

- ▶ occupational health counselling
- ▶ work psychology counselling
- ▶ Health Days
- ▶ focal health care projects (Health Days with regard to blood vessels, back, veins, allergies...).

Furthermore, in 2010 the UniFit project of the University of Vienna was started to implement corporate health promotion. Corporate health promotion comprises all measures that employers, employees and society are taking to improve health and well-being at work.

Further information on corporate health promotion is provided on the intranet.

- 🏠 bgf.univie.ac.at (in German)
- ✉️ ingrid.prunner@univie.ac.at

Official Mobile Phone

The University of Vienna cooperates with A1 Telekom Austria AG to provide official mobile phones to all university staff. Use of an official mobile phone is subject to approval by your superior in charge. When the phone is registered, an additional private use option can be activated. If you type ‘98’ before the number you want to call, that phone call or text is billed as private, and a separate private A1 invoice will be issued.

A1 Telekom Austria offers a reduced standing charge for university staff with A1 member phone contracts. Vouchers for current special offers are available at the Helpdesk of the ZID.

- 🏠 zid.univie.ac.at/handy (in German)
- ✉️ handy.zid@univie.ac.at
- ☎️ T +43-1-4277-444 (Helpdesk)

Parking

The Votivgarage car park (next to the Main Building) and the Garage Rossau car park (Oskar-Morgenstern-Platz 1) offer the following special conditions for staff of the University of Vienna:

Daytime parking from Mon. to Fri.
6:30–21:30: EUR 69 (incl. VAT) per month
(NO winter season surcharge).

Facility Infrastructure, Logistics and Space Management administers the parking spaces in the following buildings:

- ▶ Dr.-Bohr-Gasse 9
- ▶ Universitätsstrasse 7 (NIG)
- ▶ Auf der Schmelz 6
- ▶ Währinger Strasse 38–42
- ▶ Sensengasse 8.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Parkplatzverwaltung’)
- ☎️ T +43-1-4277-128 28
- ☎️ T +43-1-4277-127 22

The parking spaces at the Juridicum car park are administered by the Dean’s Office of the Faculty of Law.

Payroll Accounting

The monthly salaries of staff of the University of Vienna (except those of civil servants) are computed by means of the university payroll accounting programme. Please contact the Payroll team at Human Resources Administration with any questions concerning your salary (e.g. wage tax, social insurance contributions, tax deduction and tax exemption). The salaries of non-academic university staff who are no civil servants and are not employed on the basis of third-party funding are transferred to their accounts on the 15th day of each month.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Gehaltsschema Allgemeines bzw. Wissenschaftliches Personal’)
- ✉️ lohnverrechnung@univie.ac.at

Pension Fund

The University of Vienna pays pension fund contributions to BAV Pensionskassen AG (a full subsidiary of Valida Plus AG) for staff who have been employed with the University of Vienna for more than 24 months without interruption (except staff within the minor employment limit and apprentices). These contributions are vested as of the time of payment. Income from the pension fund includes retirement, disability and survivors’ pensions (widows’/widowers’ and surviving dependants’ pensions). If a person’s employment ends before their eligibility for pension payments, this person can use the corresponding capital (vested amount) from the pension fund, in line with the applicable statutory provisions. In addition, it is possible to pay employee contributions.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Pensionskasse’)
- 🏠 www.valida.at (in German)
- ☎️ T +43-1-4277-123 15

Phone System/Official Mobile Phones

The ZID is in charge of the phone system (e.g. reports on problems or requests for things like new extensions, changes of displays, transfer of phone lines) as well as of official mobile phones.

- 🏠 zid.univie.ac.at/en/services/for-staff/communications
- ☎️ T +43-1-4277-444 (Helpdesk)

Porters

In the larger buildings of the University of Vienna, the porters are your first contact point for providing information or instructions for external companies. Keys for course rooms and technical equipment cabinets are issued by and returned to the porters, and they supply audiovisual media (microphones, laptops, etc.). For contact details and locations please visit:

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘PortierInnen’)
- ✉️ rrm.sicherheit@univie.ac.at



Pregnancy/Birth of a Child

The website of Human Resources Administration provides all relevant information on deadlines and agreements with regard to pregnancy, birth of a child, maternity protection and maternity leave.

- 🏠 intra.univie.ac.at/en/topicals-a-z/
(see 'Pregnancy and the birth of a child')
- ✉️ personaladministration@univie.ac.at

Press and Media Work

Corporate Communications is in charge of external communications with regard to research and teaching. Staff, media representatives and the general public have access to a central newsroom via:

- ▶ uni:view (online magazine of the University of Vienna)
- ▶ the press service (current press releases) and
- ▶ webstreams (collection of streamed events).

The Rectorate of the University of Vienna has its own press officer.

- 🏠 public.univie.ac.at/en/services
- ✉️ public@univie.ac.at

Prior Service Credit

The Human Resources and Gender Equality service unit checks possible prior service credit for all new staff starting work with the University of Vienna as of 1 October 2009 (except staff employed on the basis of third-party funding). Prior service credit can only be granted if confirmed by employer reference, and only for prior service related to the current type of work, in line with the applicable guidelines of the university management. The reference date for salary increases is calculated by Human Resources Administration.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see 'Vordienstzeiten')
- ✉️ personalentwicklung@univie.ac.at

Promotion Of Mobility: Faculty And Staff Mobility

Enhancing international mobility among academics and teachers is a key prerequisite for both personal academic careers and the position of the University of Vienna in international contexts.

Non-academic university staff interested in continuing education abroad are eligible for funding through the ERASMUS staff training programme.

The International Office can help you file an application. It also provides support for initiating and establishing cooperation with universities abroad.

- 🏠 international.univie.ac.at/en/outgoing-staff
- ✉️ staffmobility@univie.ac.at

Publications

Central publications of the University of Vienna such as the *Development Plan*, the *Leistungsbericht* (performance report) or the *Organisation Plan* are published on the website and can also be ordered there.

- 🏠 univie.ac.at/en/about-us/at-a-glance/facts-folders
- ✉️ public@univie.ac.at

Quality Assurance

The Unit for Quality Assurance (BEfQS) was established in the course of implementing the 2002 Universities Act and is in charge of internal quality management for the University of Vienna in the areas of research, study and teaching as well as management and services.

- 🏠 www.qs.univie.ac.at/en
- ✉️ evaluation@univie.ac.at

Reconciling Work and Family Duties

The University of Vienna endeavours to help its staff reconcile job and family duties. An information platform has been established, which pools the information, offers and services provided by the University of Vienna in this field.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Vereinbarkeit Beruf und Familie’)

Recruiting

On request, the Recruiting team of Human Resources Development provides support and assistance with regard to recruitment on the basis of job announcements in the Job Center.

- 🏠 intra.univie.ac.at/en/topicals-a-z
(in German – see ‘Recruiting’)
- ✉️ personalentwicklung@univie.ac.at

Remission of Tuition Fees

In cases where the tuition fees are not remitted due to statutory provisions, the University of Vienna will remit its tuition fees for university staff. No separate application for remission is required.

- 🏠 intra.univie.ac.at/en/topicals-a-z
(in German – see ‘Reimbursement of tuition fees’)
- ✉️ studentpoint@univie.ac.at

Repair/Workshops (Electricians, Plumbers, Locksmiths, Carpenters)

The workshops of the University of Vienna that are part of the section responsible for facility and technical operations provide short-term repair services and ‘first aid’ for problems of any kind. An online ticket is necessary for ordering the necessary repair work (see ‘Internal Online Ticketing System’).

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Online-Dienstzettel’)
- ✉️ rrm.service@univie.ac.at
- 📞 +43-1-4277-777

Research Platforms

For the advancement of especially innovative and interdisciplinary research projects, research platforms acting as organisational units between the faculties and centres can be implemented at the University of Vienna. The involvement of different disciplines from at least two faculties enables new types of interdisciplinary cooperation and focuses.

To date, 17 research platforms, two research centres and four research networks have been established at the University of Vienna.

- 🏠 www.univie.ac.at/en/research/organisation-of-research/research-platforms
- ✉️ buero.rektorat@univie.ac.at

Room Booking

The central rooms in the Main Building of the University of Vienna can be booked through Facility and Resources Management.

Room Booking/Events

With its lecture halls and other rooms, the University of Vienna is one of Austria’s leading conference and event venues. University rooms for events can be rented from Conference and Event Management.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Veranstaltungsräume’)
- ✉️ event@univie.ac.at

Room Booking/Teaching (i3V)

Through the i3v application, room booking for courses or room reservations for examinations can be handled by the staff of the corresponding unit or office (e.g. the studies service units or studies service centers, departments, dean’s offices).

- 🏠 studien-service-lehrwesen.univie.ac.at/en
- ✉️ lehradmin@univie.ac.at

SAP – Online Reporting

Financial information is provided by means of the SAP R/3 software, which enables the automated processing of financial flows. The connected SAP online reporting instrument permits those in charge to keep track of the financial status of their areas.

- 🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘SAP’)

Service Unit (DLE)

The University of Vienna has 11 service units (DLE) and central support units as well as one special unit to provide services and support with regard to research, teaching and administration of the University of Vienna. For a short presentation of the tasks and services of the individual units, please consult the *Start Up Brochure* and the website of the University of Vienna.

- 🏠 www.univie.ac.at/en/about-us/governance-structure/administration-services

Services for External Funding/Technology Transfer

Research Services and Career Development informs and advises academics at the University of Vienna with regard to national and international research funding programmes. Its staff help applicants for third-party funded projects both during the application stage and with regard to contract conclusion. A more detailed services page on third-party funded projects is available on the intranet.

- 🏠 forschung.univie.ac.at/en
- ✉️ forschungsservice@univie.ac.at

The Technology Transfer Office (TTO) of the University of Vienna is in charge of promoting and supporting the transfer of technologies from the university level to the industrial sector. It also provides assistance with regard to the marketing of inventions and thus the generation of income for further research investments at the University of Vienna.

- 🏠 techtransfer.univie.ac.at/en
- ✉️ techtransfer@univie.ac.at



Sexual Harassment and Mobbing Counselling Office

The Sexual Harassment and Mobbing Counselling Office serves as a contact point offering advice to any persons experiencing sexual harassment and mobbing at the University of Vienna. Staff and students concerned can contact the Office by phone or in person for an initial talk, in which anonymous, free and confidential psycho-social support and advice are provided.

🏠 intra.univie.ac.at/en/topicals-a-z
(see 'Counselling Office Sexual Harassment and Mobbing')

📞 T +43(1) 4277-184 84

📅 Appointments can only be arranged by phone.
Tuesday and Thursday from 16:00 to 17:00

Sick Leave/Absence from Work

If you are unfit for work, please inform your superior as soon as possible. If you are absent from work for a longer period (more than 3 working days) you must, on request, present a letter from a medical doctor confirming your unfitness to work.

The general conditions regarding absence from work have been laid down in section 16 of the Collective Bargaining Agreement for University Staff.

🏠 intra.univie.ac.at/themen-a-z
(in German – see 'Krankheit')

Social Media

The University of Vienna is represented on Facebook, Twitter and has its own blog. Users regularly receive topical information and insights into everyday university routines, and they can participate in prize draws. All Web 2.0 channels enable uncomplicated, direct contact with the University of Vienna, where users can ask questions and initiate discussions.

🏠 public.univie.ac.at/services/social-media

🏠 www.facebook.com/univiennea

🏠 blog.univie.ac.at

✉️ socialmedia@univie.ac.at

Typo 3/Content Management System

The TYPO3 content management system at the University is organised on the basis of cooperation between the ZID and Corporate Communications.

The ZID is in charge of the operation, maintenance and support as well as the technical advancement of the system. Corporate Communications is responsible for the layout and for implementing the corporate design. The individual departments, faculties, service units and projects can integrate their websites into the central content management system of the University of Vienna.

🏠 typo3support.univie.ac.at (in German)

✉️ cms.zid@univie.ac.at

u:cris Research Documentation

Since 2006 the research activities of the academic staff at the University of Vienna have been collected in a central documentation system. In the context of the university-wide CRISneu project, the former RAD (Research Activities Documentation) system has been replaced by a more modern research information system.

u:cris, or Current Research Information System, is the international term used for research information systems.

🏠 intra.univie.ac.at/themen-a-z
(in German – see 'u:cris')

✉️ ucris@univie.ac.at

uni:view (Online Magazine of the University of Vienna)

The online magazine of the University of Vienna provides daily information on research projects, services and people.

🏠 medienportal.univie.ac.at/uniview

✉️ webredaktion@univie.ac.at

University Gazette

The gazettes of the University of Vienna regularly provide information on statutes, regulations and events, and all curricula are also published there.

🏠 www.univie.ac.at/mitteilungsbl.html (in German)

University Sport Institute (USI)/Dienten University Sport Institute

The University Sport Institute in Vienna (USI) is affiliated with the Centre for Sport Science and University Sports and is oriented towards university sports activities outside degree programmes. It offers a varied, low-cost sports programme to the members of all Viennese universities.

🏠 www.univie.ac.at/USI-Wien (in German)

✉️ USI@univie.ac.at

Unpaid Leave (For Miscellaneous Purposes)

All staff (except university lecturers, apprentices and quasi-freelancers) can take unpaid leave for private purposes.

Leave is granted upon application unless there are compelling job-related reasons precluding it. The duration of leave has to be agreed upon with your direct superior. In the case of unpaid leave, you cease to have social insurance.

🏠 intra.univie.ac.at/themen-a-z
Karenzurlaub unter Entfall der Bezüge
(in German – see ‘Karenzurlaub unter Entfall der Bezüge’)

✉️ personaladministration@univie.ac.at

VDU Glasses

Under section 68 of the *Arbeitsschutzgesetz* (workers protection act), all staff who regularly work with computers for two hours or more are entitled to a free eye examination before starting work and to subsequent examinations at regular intervals, as well as in the case of vision problems that can result from computer work.

In accordance with section 12, para.1 of the *Bildschirmarbeitsverordnung* (Austrian regulation regarding screen work), VDU glasses are glasses especially adapted to the needs of people working with computers. They are oriented towards the typical distance between the eyes and the computer screen (50 to 70 cm) and the specific requirements of computer work. In order to be granted cost coverage for VDU glasses (up to a maximum of EUR 130), you must first visit the occupational health practitioner of the University of Vienna.

🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Bildschirmarbeitsbrille’)

✉️ personaladministration@univie.ac.at

Web Management and Web Services

The web managers help the faculties, departments and service units to design, edit and maintain their websites. They are also in charge of advancing the intranet (uni-intra) and of maintaining the website of the University of Vienna.

🏠 intra.univie.ac.at

Working Hours, Flexitime Regulations, Lunch Break

Please contact Human Resources Administration for any questions regarding working hours (e.g. normal working hours, overtime, additional working hours of part-time workers).

All university staff are subject to the special provisions of sections 110 and 111 of the 2002 Universities Act. Staff members whose employment with the University of Vienna started after 1 October 2009 are subject to the Collective Bargaining Agreement for University Staff. For non-academic university staff, the current company-level agreement also applies.

Under the company-level agreement, the flexitime period at the University of Vienna is Mon. to Fri. from 7:00 to 19:00; and the core period is Mon. to Thur. from 9:00 to 14:00 and Fri. from 9:00 to 13:00. During the core period, employees are required to be at work, and during the rest of the flexitime period, they are free to decide when they begin and end work, in line with their total hours of employment (and taking public opening hours into account).

A lunch break of 30 minutes is considered to be working time. Lunch break should be a time of recreation and thus must not be taken at the beginning or end of your actual working time.

🏠 intra.univie.ac.at/themen-a-z
(in German – see ‘Arbeitszeit’)

✉️ personaladministration@univie.ac.at

Imprint

Publisher

University of Vienna
1010 Vienna, Universitätsring 1
T +43-1-4277-0
www.univie.ac.at

Translation Coordination and Proofreading

Corporate Communications

Photo Credits

University of Vienna
Barbara Mair
Gebhard Sengmüller

Publication Date

January 2018

