

# IT Supporter

**We are hiring: A Hybrid IT & OT Support Hero (a.k.a. Technology Coordinator) at Sund & Bælt**

The superhero headquarters is located in Halsskov.

## **Full-time | Technology-driven | Service mindset | People-focused**

Are you the kind of person who can fix a printer with one hand while explaining cybersecurity with the other? Do you speak both fluent “IT nerd” and “OT guru”? Can you tell the difference between a network loop and a coffee break? If yes – put down your cable ties and read on!

### **The Position**

We are looking for a **Hybrid IT & OT Supporter** who can step into the role of the local tech superhero while also being a key part of our Service Desk team. You'll enjoy a varied workday filled with technical challenges, user interaction, and plenty of opportunities to make a real difference for a vital part of Denmark's critical infrastructure.

### **Your Mission (a.k.a. Your Tasks)**

- **Be the local hero:** Solve on-site issues – from blue screens to blinking sensors.
- **Keep production running:** Tame PLCs, network switches, and stubborn label printers in our OT universe.
- **Support via Service Desk:** Collaborate with your colleagues to tackle tickets, escalate incidents, and maintain peace in the land of technology.
- **Train and translate:** Assist users with everything from “it worked yesterday” to “I only clicked once.”
- **Document like a pro:** Keep our knowledge base updated and easy to understand – for both techies and non-techies.

### **Your Package (a.k.a. What You Bring to the Table)**

- Experience with both IT and (ideally) OT support – you've been among the users and on the “factory floor.”
- The ability to stay calm under pressure and approachable at all times – you communicate well with everyone.
- Familiarity with Windows, networks, and field equipment – technology is your best friend.
- Experience with Service Desk and ticket systems (bonus points if you know ITIL – and understand it's not a typo).
- Curiosity, initiative, and a positive attitude that's in a league of its own.

### **Extra XP (a.k.a. Nice-to-Haves)**

- Experience with industrial automation, IoT, or just a healthy obsession with blinking LEDs.
- The ability to speak both user-friendly language and technical jargon without confusing anyone.
- You've solved a problem by simply restarting something – before anyone else suggested it.

### **What You Get**

- A team that takes technology seriously – but not themselves too seriously.
- A key role bridging IT, OT, and the business – you'll be the linchpin.
- Opportunities for personal development and trying new things.
- Great coffee, good humor, and technical victories to celebrate.

At Sund & Bælt, we prioritize happy employees who feel that their work-life balance is in harmony. That's why we offer excellent working conditions and flexible working hours.

### **Additional Information**

Feel free to contact **Henrik Jordt** at **+45 20119956** or [hejo@sbf.dk](mailto:hejo@sbf.dk) if you have any questions.

We aim to be an inclusive workplace that celebrates diversity. Therefore, we encourage everyone to apply regardless of gender, age, ethnicity, religion, sexuality, or disability.

You can find more information about Sund & Bælt on our website: [www.sundogbaelt.dk](http://www.sundogbaelt.dk).

### **Application deadline:**

Submit your CV by June 18th 2025.

We look forward to hearing from you!

