

Selectchemie

Work place: Serbia or Bulgaria (Fully remote possible)

IT Associate (100 % workload)

About Selectchemie AG

Selectchemie is an independent Swiss company serving the pharmaceutical and nutrition industry since 1969 as a premier supplier of high quality ingredients and generic finished dosage forms. As a full-service provider we create added value by offering comprehensive technical, scientific, regulatory and commercial support all along the value chain. Worldwide, our 120 experienced professionals with commercial and scientific background, based at the headquarters in Zurich, Switzerland and locations in 17 countries, provide customers, principals and suppliers with solutions tailored to their needs.

Join our IT team

We offer a broad product portfolio of APIs & excipients and are an established hub for customers sourcing high-quality bulk raw material as well as for renowned manufacturers who benefit from our broad customer base in various markets. We are continuously expanding our global network as well as our services. As a part of our small in-house IT team, the IT Associate is a key contact for first-level IT support, especially for our international offices. You will support employees throughout the entire lifecycle -from onboarding to offboarding and contribute to maintaining and evolving the systems that keep our global company running.

Your tasks and responsibilities

- Acting as the first point of contact for employee IT issues, handling incoming tickets and resolving problems in timely manner.
- Maintain and update our IT systems, including of routing checks, patching and minor updates.
- Support the onboarding and offboarding process, managing access rights, system logins and equipment handovers.
- Contribute to evaluating, testing, and introducing new tools and programs.
- Set up and maintain employee workstations with computers and necessary peripherals.
- Test computer hardware (HDD, mice, keyboards, etc.) to ensure proper functioning.
- Install and configure and test hardware and software according to company standards and user needs.
- Provide basic training to new employees on internal systems and tools.
- Oversee the hardware and software inventory, ensuring proper allocation.
- Assist with disaster recovery and backup management of the systems.

Your profile

- Completed training or degree in Information Technology or related field (or equivalent practical experience).
- 1–3 years of experience in an IT support or helpdesk role, ideally in an international business environment.

- Strong understanding of common business IT systems (e.g. Windows OS, Microsoft 365, basic networking, Teams including ticketing and contract management).
 - Good knowledge of Microsoft Intune and Entra ID and AD
 - Customer service mindset with excellent communication skills in English; additional languages a plus.
 - Hands-on, structured, and self-motivated approach with the ability to manage multiple support requests.
 - Familiarity with IT service ticketing systems and remote support tools.
 - Experience working with or coordinating external IT service providers is a strong advantage.
-

What's in for you?

- Exposure to broad range of IT topics and systems with opportunity to grow skills
- Entrepreneurial position in a dynamic globally acting team
- Your input is key and you're part of creating our future success
- Close cooperation with colleagues across the entire hierarchy within Selectchemie
- Short decision processes
- Attractive compensation package and part or 100% remote working depending on where you will be located

We are pleased to receive your complete application via:
jobs@selectchemie.com