

IT support trainee

Do you enjoy handling all kinds of user's questions related to computers? Are you passionate about IT support? If both answers are yes, we can offer you a challenging position, great colleagues and the opportunity to combine your education with hand-on experience in a global company.

Responsibilities and challenges

You will be part of a Global IT support team, and you will work closely with IT colleagues all over the world.

Your main responsibilities

- Be able to respond to any user question (a good answer can also be, that you don't know, but you will talk to somebody else, and get back to them)
- Keep an eye on IT hardware stock
- Deployment of laptops
- Registering hardware in our internal system
- Introducing new colleagues to their laptops and our IT products and systems.
- Help global users by creating wiki-guides.
- Help with setting up screens, docking stations, meeting rooms etc.
- Challenge us with open-minded questions related to our work

Qualifications and personal skills

We are looking for a proactive person who isn't afraid to ask when something is unclear, and who can also work and solve problems on own initiative, and independently.

You should have following qualifications:

- You are in the main part (Hovedforløb) of IT Support education (or are starting soon) on technical education and searching for "praktik"
- You have helped your family or friends with IT challenges before and you are familiar with all kinds of basic issues
- You are self-paced, but also have good time management skills
- You are service minded and like to talk to users
- You are always ready to improve and develop your IT skills
- It is an advantage to have knowledge of Windows 10, Active Directory, Basic network setups, and general knowledge concerning troubleshooting IT problems.
- You are fluent in English and Danish

We offer

To work at DHI means being part of an organization that is the global leader in solving the world's toughest challenges in water environments. We will offer you:

- A versatile and challenging job with focus on developing and expanding your skills
- Close interaction with Operations, Network, Business Systems and colleagues around the world
- Nice office space and equipment in DHI's headquarter in a green surrounding in Hørsholm
- Delicious lunch served in our own canteen and a daily supply of fruit, coffee and tea
- A company and colleagues that are keen on developing your skills.
- Fun and varied company events like Friday bars, seasonal parties and outings.

Office location

Hørsholm, Denmark - 25 km north of Copenhagen.

Application / next step

There is no deadline, but we will hold interviews on ongoing basis. We are aiming to find the right candidate as soon as possible.

