



Contact us:

Do you want to join our team?
Send us your application and CV
by e-mail to ito-job@scalepoint.com
If you have questions regarding
the position, you are welcome to
contact **Dmitry Spesiviy** on tlf:
+4527908005

IT Supporter

Do you want to take part in developing the leading SaaS solution for the insurance industry in Europe?

Scalepoint makes life easier and more flexible for insurers and insurance customers. Scalepoint is providing SaaS products that simplify handling of insurance claims for customers in Europe. If you have the skills and the drive, then we have the job that grants you challenging and exciting work.

As **IT Supporter** you are responsible for user support, solving service-desk requests and the procurement of user's equipment. You are a problem solver with a good understanding of how things work. You have good communication skills and easily interact with users.

- You will be in charge of First Line Support
- Solving 90% of all incoming user requests
- Making sure that users are happy about the service we deliver
- Procuring user's equipment
- Installing, configuring, troubleshooting user's equipment – laptops, workstations, mobile etc
- Working within the IT Operations Team distributed between Denmark, Poland and Ukraine

We are looking for:

- Energy, passion, hard work, joy and willing to be better in better
- A person who can find solution and fix a problem
- A service-minded person who has good communication skills
- You speak English

We offer

- Work in team of high professionals who works with passion and fun
- An energetic informal work environment with younger people, team spirit
- Flexibility and good opportunities to develop further
- We are 180 employees - the IT department consists of 20 employees in DK and 80 offshore
- We are results-oriented and believe that the individual employee and the team together makes the difference
- In addition to responsibility, we appreciate ambition, commitment, curiosity and drive.

Technical Qualifications:

- Knowledge of Active Directory, DNS
- Windows 10, Windows Server 2012R2, Windows Server 2016
- MS Office 365
- Network
- Backup
- Printers

As a Plus

- You speak Danish
- PowerShell
- Knowledge of Jira, Confluence, SharePoint
- MSSQL
- Microsoft Exchange Server
- Git
- Puppet
- Linux
- Hyper-V
- Azure
- Hardware repair

Who we are?

Scalepoint is a well-established company who has built innovative software solutions since 2000 that make life easier for large insurance companies and the customers they serve. Our core product is a highly advanced cloud based software solution, that digitalizes and automates all aspects of the process that is associated with reporting and procuring a claim and in doing so significantly improves the insurance customer experience. We currently employ 180 people and are growing steadily year by year. The majority of our employees work out of our corporate headquarters in Copenhagen, but we also have employees located in Switzerland, Spain, Poland and Ukraine. For the time being, our customers include 26 primarily large insurance companies, most of them are from the Nordics, but we also have large customers on key markets in Europe and are working hard to add more.