

Senior IT Help Desk Specialist

Deadline:
18-06-2026

Contact person:
Andreas Utzon-Frank

Position type:
Fuldtid

Metroselskabet and Hovedstadens Letbane are looking for an experienced and service-minded Senior IT Help Desk Specialist who wants to help take our Help Desk to the next level.

We are looking for an experienced support professional with broad technical understanding, solid troubleshooting experience, and a strong service mindset. This role is for someone who is motivated both by solving concrete problems here and now and by improving processes, workflows, and the overall user experience.

You will become part of our IT Operations department and play an important role in the day-to-day support of the organization's employees. At the same time, you will have the opportunity to contribute to the development of the Help Desk function, enabling us to handle 1st and 1.5 level support to an even greater extent and contribute to infrastructure projects.

Your responsibilities will include

- 1st and 1.5 level support for users across the organization
- troubleshooting and resolving incidents and service requests
- supporting Windows, Mac, iOS and Android
- administration and support within Azure, Active Directory, Group Policies and Intune, as well as handling cases in ServiceNow
- support related to printers, networks, intranet, and standard workplace equipment
- troubleshooting peripheral devices such as headsets, mice, keyboards, docking stations, etc.
- documentation, knowledge sharing, and improvement of workflows
- following up on cases and communicating clearly with users
- participating in relevant projects within infrastructure and support development

We imagine that you

- have solid experience from a Help Desk, Service Desk eller IT-support
- have worked with several of the following areas: ITIL, Azure, AD, Group Policies, Intune, ServiceNow, Windows, Mac, iOS, Android, print and networks
- are skilled in troubleshooting and problem-solving
- take ownership and see tasks through to completion
- work in a structured way and can maintain an overview in a busy day-to-day environment
- contribute actively and identify opportunities for improvement
- are approachable, professional, and customer service-oriented
- can communicate technical issues in a simple and understandable way
- thrive in collaboration with colleagues, users, and other IT-functions
- can communicate in both Danish and English

We offer

With us, you will have a central role in an important support function and the opportunity to help shape how the Help Desk develops going forward. You will become part of a professionally strong environment with committed colleagues, an informal tone, and good opportunities for both sparring and development.

We are located in Ørestad, just a 3-minute walk from Vestamager Metro Station. There is an option to work from home, and we place great emphasis on maintaining a healthy work-life balance.

Working hours are primarily between 08:00 and 15:30, but occasional work outside normal working hours may occur.

If you would like to learn more about the position, you are welcome to contact **Team Manager**

Andreas Utzon-Frank at auf@m.dk.

Application deadline: 18/06/2026

We conduct interviews on an ongoing basis, so we encourage you to send your application as soon as possible.