



IT Supporter, IT Service Desk

Do you want to join a global leader in renewable energy infrastructure? If so, CIP Fund Solutions (CIP FS) is looking for an IT Supporter to join our office in Copenhagen, Denmark.

Team

The IT Support Team plays a crucial role in keeping technology running smoothly and ensuring that users are supported and empowered in their daily work. They combine technical knowledge with a professional, solution oriented mindset, handling everything from diagnosing and fixing hardware and software issues to maintaining systems and guiding users through new tools or processes. You'll be part of a global team that shares knowledge and works together across regions to support 2000+ professionals in 30 offices worldwide. Knowledge sharing, consistent ways of working, and clear ownership are central to how the team operates. As part of IT Support at CIP FS, the team works closely with the business and is an integrated part of daily operations, ensuring a stable and well-functioning IT environment.

You will be working from our beautiful office in NordØ, in an international and dynamic environment. We take pride in our excellent canteen, which serves three delicious meals a day, and in our strong social culture with regular activities such as Friday bars, parties, and team events. In addition, we offer an attractive compensation package.

Role

You will be the go-to person for on-site IT support at our walk-in Service Desk in Nordhavn. You ensure that everyone in the office, including VIPs such as partners and executives, has a smooth and seamless technology experience through fast, professional support. You are a visible, proactive, and approachable presence in the office five days a week and work daily with modern Microsoft technologies.

Responsibilities will consist of but are not limited to:

Onboarding & Device management

- Deliver and configure laptops, phones, and accessories for new hires
- Set up user accounts, reset passwords, and ensure correct access rights
- Manage access to shared resources, collaboration spaces and approved software
- Manage onboarding and offboarding tasks, including device return and deactivation
- Track repairs, returns, and replacements

Service Desk operations

- Provide support in person, via the IT hotline, and through Jira tickets
- Support Microsoft 365 and business applications
- Handle account lockouts, MFA issues, and access-related incidents
- Deliver fast, professional support for VIPs, partners, and executive users
- Take ownership of support requests and ensure clear follow-up and resolution
- Maintain and update IT documentation, processes, and guides in the knowledge base
- Perform proactive health checks and tasks to improve the user experience

Meeting rooms & printers

- Support and troubleshoot meeting room and video conferencing equipment
- Handle printer issues, including drivers and FollowMe
- Coordinate with vendors when needed

You

At CIP Fund Solutions we expect more than troubleshooting. We value presence, professionalism, and a human service experience. You will be a "Tech whisperer" and a "Digital concierge" creating calm in a busy workday, removing obstacles to business momentum. The IT Service Desk should be invisible when everything works and indispensable when it doesn't. When someone needs a new laptop or urgent help during a critical investor call, you're there to help quickly.

We look for the following in a candidate:

- 5+ years of experience working in IT
- Experience working with Microsoft 365, Azure AD, Windows, Intune
- ITIL certified or experience with Incident, Problem, Change, or Asset Management
- Some experience handling 2-3rd line IT support is beneficial

- Professional, clear communicator, steady under pressure
- Organized, detail-focused, and able to prioritize and be flexible in busy periods.
- Very service-minded, positive, and approachable
- Fluent in English and Danish/other Scandinavian language
- Comfortable handling executive/VIP users

The process

Please apply online as soon as possible as applications will be processed on an ongoing basis. For questions related to the role, please reach out to our Talent Acquisition team at recruitment@cipfs.com. We do not include CV's and Cover Letters sent by email.

As we continue to improve our candidate experience, diversity and avoid unconscious bias, please avoid having a photo in your CV. We commit to an inclusive recruitment process and equality for all applicants.

Please be aware that we will not accept speculative CV submissions for any of our roles from recruitment agencies, and any unsolicited candidate submissions will be exempt from any payment expectations and ownership.

CIP Fund Solutions' commitment to diversity and inclusion

CIP Fund Solutions is committed to securing a diverse and inclusive work environment where everyone feels respected and heard.

A diverse workforce allows CIP Fund Solutions to achieve results through different approaches and solutions to task execution and problem solving. We want all our employees to have equal opportunities for personal growth and career opportunities regardless of age, gender, sexual orientation, disability, religion, nationality, or ethnicity.

CIP Fund Solutions

CIP FS' purpose is to enable CIP's ambition to scale rapidly over the coming strategy-period - supporting our colleagues with professional and efficient financial, legal, tax and business operations through the cycle from fund formation and capital raising, to deploying investments into construction of large-scale greenfield renewable energy assets, as well as M&A.

For more information, please visit CIP Fund Solutions.

Copenhagen Infrastructure Partners

Ansøgningsfrist

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