

IT help for German and Danish colleagues at Paychex Europe

Deadline:

Contact person:
Allan Kjær

Contact email:
Allan Kjær

Job area:
Digital Business Solutions

Position type:
Full time

Location of job:
Allerød

Are you passionate about helping people and creating great user experiences - and perhaps looking for a new career path? Do you want to be part of a friendly and informal team that values collaboration and positivity? If so, this is your chance to join the Infrastructure & Operations team in Paychex Europe.

The role

As our new IT supporter, you will help colleagues at our offices across Denmark and Germany, while being based and preparing equipment from our office in Allerød. You will handle day-to-day support and occasionally travel to our other offices.

This is a new position as we are expanding the team. What matters most to us is your service mindset and positive attitude – not whether you already have IT experience. If you are motivated and eager to learn, we will help you grow into the role.

Working with IT support

You will be part of our Service Desk team, handling 1st level support cases primarily for Germany and secondarily for Denmark. Your tasks will include:

- Everyday computer issues on macOS and Windows, both onsite and remote
- IT onboarding new colleagues
- Preparing IT equipment for new employees
- Supporting meeting room equipment like Poly and Cisco
- Providing IT assistance during events

You will work in an IT environment primarily based on Microsoft technologies but will also support Apple devices.

What we are looking for

We imagine that you are service-minded, structured, and motivated to help colleagues. Whether or not you have worked in IT before is less important – what matters most is your curiosity, willingness to learn, and ability to make others feel supported and helped with a smile.

It would be an advantage if you have:

- Experience in customer support, service desk or call center
- Experience with Windows, Microsoft 365 and MacOS

You should also:

- Be able to organize your work and complete tasks on time
- Work well both independently and as part of a team
- Feel comfortable in a role where not every day looks the same

Languages: It is a requirement that you speak **German, English and Danish** as much of your daily support will be in German. You should also be open to traveling a few days per month between our Danish and German offices.

What we offer

First and foremost, we offer you a company culture characterized by mutual appreciation. You can be sure to receive a warm welcome. The atmosphere is relaxed and informal, and the management's door is always open.

Allan Kjær, Modern Workplace Manager:

"You will have ample opportunity to make your mark on our Service Desk, to deliver a personal support to all of our German and Danish colleagues and to help pave the way for a combined European IT support."

You will also enjoy:

- A full-time role in our modern Allerød office
- A great canteen, fitness room, large parking facilities, and an active staff association
- An exciting opportunity to grow your career in a forward-thinking SaaS company that puts people and purpose first

Interested?

We interview candidates on an ongoing basis and may close the advertisement once we have found the right person – so don't hesitate to apply.

If you have any questions about the job, please feel free to contact Allan Kjær, Modern Workplace Manager, at akjaer@paychex.eu.

We look forward to hearing from you!