

## **IT SERVICE MANAGER**

**Providing 1<sup>st</sup> level support to our users on premise in Copenhagen and remotely worldwide, and play an important role in IFU Digital Workspace**

Are you thrilled about IT, supporting users, and would you like to take part in a great IT transformation, AND want to do all of this in an independent government-owned fund that makes the world a better place through our investments, then please read on.

### **WELCOME TO IFU**

We drive investments in the form of equity and loans with the purpose of contributing to the green transition as well as economic and social development in developing countries and emerging markets. In this, we work every day to realise the UN Sustainable Development Goals.

To make the biggest possible impact, we continuously need to have better IT systems and tools. We have formed a path for an IT transformation and the IT Service Manager will play a pivotal role in relation to Digital Workspace. You can read more about IFU [here](#).

### **IFU RELIES ON YOU TO DELIVER**

- Professional 1<sup>st</sup> level support: incident management and resolving in cooperation with the rest of the IT team
- Project management on general improvement of the Help Desk function
- Mobile device management via Citrix Endpoint Management and MS-Endpoint (Intune) focused mainly on IOS devices
- Imaging of laptops and computers (MDT/MS-Endpoint)
- Follow-me printer management
- User training
- Vendor management
- Documentation
- Asset management

IFU has its head office in CPH and regional presence in Asia, Sub-Saharan Africa, Latin America and Europe, meaning that you will be supporting colleagues and take part in initiatives with team members located both in Denmark and across the world. IFU spans 20 different nationalities across the organisation.

IFU's IT environment is a secure hybrid environment based on a combination of standard technologies and bespoke. Now 90% of the infrastructure is on prem and the aim is to go cloud – SaaS.

### **BUILD YOUR CAREER WITH IFU**

We expect that you have a passion for IT and 5+ years of experience within the field of IT support. A flair for user training and like to engage with your colleagues. Knowledge of Scrum/ITIL is a good thing, and great communication skills in English and preferably also in Danish are a pre-requisite.

### **APPLICATION**

Please submit your application to [marianne@recruit-it.dk](mailto:marianne@recruit-it.dk) as soon as possible. Start date is as soon as possible, but we will wait for the right candidate.

If you have any questions regarding the position, then feel free to contact Marianne Rishede +45 31317311 or Claus Porse +45 20878617, who is conducting this recruitment on behalf of IFU.

We look forward to hearing from you!

*IFU – the Investment Fund for Developing Countries is a Danish impact investor contributing to green, just and inclusive societies as well as supporting the Sustainable Development Goals. IFU provides risk capital to companies operating in developing countries across Africa, Asia, Latin America and parts of Europe. Investments are made on commercial terms in the form of equity, loans and guarantees. IFU has co-invested in over 1,300 companies in more than 100 developing countries and emerging markets. Contracted investments total EUR 31 billion, of which IFU has contributed EUR 3.4 billion. Capital under management is EUR 1.7 billion. Read more at [www.ifu.dk](http://www.ifu.dk)*