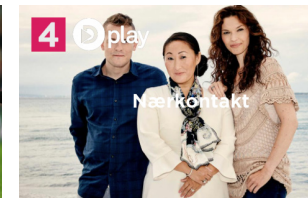
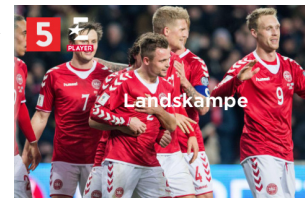




DISCOVERY  
NETWORKS  
DANMARK



## Discovery Networks Denmark is looking for an IT Supporter

*Are you passionate about IT with a focus on user support? Are you happy with a varied work day and many balls in the air? And would you love to work in one of Denmark's most exciting media companies? Then you might be the IT supporter we are looking for.*

In Discovery Networks Denmark, we are looking for an IT supporter to join our local IT team based in Copenhagen, where we support around 140 employees at our headquarters in the heart of Copenhagen and in our production in Skovlunde. Your primary task will be effective IT support for the entire organization in collaboration with our Service Desk located in the United States.

### About the job

- Provide 1st and 2nd line support for IT hardware and software
- Prepare & deploy end-user desktops / laptops and support them day to day
- Prepare & deploy mobile devices and support them day to day
- Support users with printing / faxing & scanning services
- Manage hardware stock by doing regular inventories and report critical levels to procurement in time.
- Provide AV/VC/IPTV setup assistance and support as directed
- Support office workshops / meetings / fairs / other general staff activities
- Ensure that provisioning requests are managed and deployed timely
- Assist in software rollouts and new technology implementation in Europe
- As member of the Global IT Support team, support the implementation of global IT standards, processes and documentation in the region
- Liaise with 3rd party suppliers and internal resolver groups when needed
- Recommend new hardware and software solutions to support business needs
- Train users in new IT standards and processes as well as IT basics if required

### About you

- Some years of professional IT Supporter experience
- Strong communication skills and strong customer facing skills
- Ability to prioritize workload within each day and work independently
- Willingness to travel to other Discovery offices when required

- Fluent language skills in Danish as well as English
- Solid experience with supporting Windows and Mac OS, Android and iOS
- Solid experience with supporting MS Office on all platforms
- Ability to use a ticketing system (preferably ServiceNow)
- Experience in supporting: remote access (VPN, Citrix), SMS/SCCM
- Ability to build, configure, deploy and troubleshoot the desktop/laptop/ printing environment (Wintel and Mac)
- Understanding of TCP/IP, WINS, DHCP, DNS, Active Directory, Group Policy Objects, Windows Domains
- Experience of infrastructure hardware support - including NetApp, Juniper/ Palo Alto and HP Servers
- Able to demonstrate flexibility, including flexibility in working and changes in process
- Strong follow-up skills
- Highly motivated with the ability to assimilate and learn new technology

### How to apply

The deadline for application is July 8th, 2018

Please upload your application and cv as one document through Discovery's career portal ([CLICK HERE](#))

We are looking forward to hearing from you very soon, as we will review the applications as they are coming in.

If you have any questions to the position, please write an e-mail in English to Dirk Luetzig, Senior Manager IT Service Support - European Region: [Dirk\\_Luetzig@discovery.com](mailto:Dirk_Luetzig@discovery.com).



Discovery Networks Denmark ApS is the Danish media company behind Kanal 5, 6'eren, Eurosport, the Discovery Channels and the streaming services Dplay and Eurosport Player. Our 13 TV-channels have a commercial share of 20% which makes us the third biggest commercial TV-group. Our TV-platforms provide a strong combination of action-packed entertainment, real life reportage, first-class sport and football coverages of matches from the National Football Team, Alka Superliga, Premier League and more.