

# European Head of IT Service and Support (m/w/d)

Are you ready to leverage your experience and take the lead in designing and building a European service & support organization?

Paychex Europe, owned by Paychex Inc. Is growing and plan to expand into more countries and business areas in Europe. This growth will be both organic as well as by acquisitions. Therefore, we need an experienced manager to head up the design and implementation of a cross-European service and support organization.

Type: Full-time

Region: Hamburg, Berlin or Rostock

## About the position

To begin with, your department will consist of three employees in DK and four in Germany, responsible for all the tools and services our colleagues need and expect from a modern workplace. As we expand and acquire new companies, this number will grow as we have a strategy of prioritizing physical and cultural proximity in our efforts to provide our colleagues with the best possible service.

- Establish and lead a cross European team and prepare for on-boarding new colleagues/teams
- Drive process and tool standardization across locations in close collaboration with our security and compliance area
- Standardize the services we provide to our users, laptops, phone, AV etc.
- Drive technological development in the tools and services we offer our users

## Job Requirements

- Extensive managerial experience within the area of IT service and support
- Strong process experience, both in service support processes (ITIL) as well as IAM/IGA
- Experience in managing teams and individuals across borders
- Proven track record in implementing common support processes and the underlying tool support
- Proficiency in English and German, both spoken and written
- Excellent communication skills for interacting with colleagues
- An entrepreneurial spirit that can set the direction to ensure we have the right people, processes and tools in place
- A mobile colleague who is willing to spend a good portion of his/her time travelling between offices and connecting with people
- Someone who is willing to leverage their experience from a larger enterprise to help us scale our services as the company grows

## We offer

- Security of a large employer with more than 13,000 colleagues worldwide and a unique success story
- A solid international company headquartered in the United States, with offices in Hamburg, Berlin, Dresden, Rostock and the European headquarter in Allerød Denmark.
- A friendly and competent team with flat hierarchies and teamwork in a good working atmosphere
- Core time with flexitime and working time account
- A focus on continual training and education, also utilizing external partners
- Attractive salary with an annual salary adjustment and bonus scheme

## Contact person

Your application must be submitted in English as one PDF and contain a CV also in English.

Relevant certificates and any additional documents that support your suitability for this position can be in German.

If you want to know more, please reach out to Head of IT Operations, Mads Hemmingsen via mail

mvhemmingsen@paychex.eu or via phone +45 61652574.  
We look forward to receiving your application.