

# Situation Manager - Global Pharma Company

On behalf of our client, a leading global pharmaceutical company headquartered in Denmark, we are seeking a dynamic and talented Situation Manager to join their Global IT Support team!

You play a crucial role in ensuring the delivery of the best 24/7 IT service. Are you ready to take on this challenge and become part of an innovative team that thinks outside the box every day? If yes, apply today to start an exciting new chapter in your career!

What will you be doing? As a Situation Manager, your primary responsibility is to manage major and critical incidents across a wide range of technologies, working closely with a split team led by a Senior Major Incident Manager and the Global OE Operational Manager. You also have the opportunity to:

- Proactively address lower-priority tickets to prevent potential issues from escalating
- Contribute to the ongoing development, improvement, and optimization of operational stability
- Ensure that all tasks are executed in compliance with internal and external regulations and quality requirements
- Deliver timely and effective communication to stakeholders
- Collaborate with vendors, line-of-business customers, and management teams at all levels of the organization.

The role is located in Bagsværd, Denmark, with working hours both within and outside standard Danish working hours. There is also the option to work from home. Expect to be on call for approximately 4-6 days per month.

## Which competencies to bring?

We realize that few people are experts at everything, but if you have a positive mindset and eagerness to learn combined with a structured approach to work, you could be the person we are looking for. Additionally, to be successful in this role, we imagine you:

- Have an analytical way of working to achieve a comprehensive overview of a given situation and the ability to identify patterns and support them with factual evidence
- Have a good technical understanding of IT and a passion for this area
- Have proficiency in leadership and the capability to take charge and provide direction, especially in high-pressure situations
- Have a practical and inquisitive approach to work
- Are skilled in building relationships and stakeholder management.

Knowledge or experience in situation management or a related field is advantageous and will be a plus.

We believe the right mindset and personal skills are crucial for success in this role. Therefore, you could be our ideal candidate if you demonstrate a strong drive for continuous improvement, alongside being highly motivated, proactive, and resilient. Commitment to personal and professional growth, as well as openness to feedback, are also beneficial.

Feeling overwhelmed by job requirements and doubting if you're 100% qualified? Don't let it stop you! We encourage you to apply anyway, as your profile could surprise us and fit our needs better than you think. So, take the leap and submit your application.

The team waiting for you Global IT Support is part of the Digital Data & IT organization, with employees based worldwide. We work Agile, and within the Global IT Product Area, we have three products and ten teams driving global operations. Our products cover End User Support Experience, Operational Excellence, and Regional IT Services.

**Job Title:**  
Situation Manager

**Application Deadline:**  
As soon as possible

**Company:**  
CONFIDENTIAL  
CLIENT

**City:**  
Copenhagen

**Country:**  
Denmark

**Contact person:**  
Brian Ranvits or  
Christoffer Bjørk  
Pedersen

**Phone number:**  
+45 2048 0548 or +45  
2080 1638

By joining, you will be part of a global community of over 1,200 skilled IT professionals responsible for IT systems, services, operations, and platforms at a leading healthcare company.

Every day, our thousands of digital experts work in all areas of technology. We navigate the tech spectrum from front-end to back-end, from artificial intelligence to machine learning, and from cloud systems to quantum computing. All to make a tangible impact on lives across the globe.

Working with us As a well-renowned global pharmaceutical company, we are committed to driving change to defeat serious chronic diseases. To fulfill this purpose, we pioneer scientific breakthroughs, expand access to our medicines, and work to prevent and ultimately cure diseases.

With us, your skills, commitment, and ambition help us change patients' lives worldwide. In exchange, we offer you a rewarding and purpose-driven culture with talented and diverse co-workers. Your professional and personal development is essential to us, and we provide endless career opportunities for growth.

**Contact and application:**

If you have any questions regarding the position, please contact Brian Ranvits (+45 2048 0548) or Christoffer Bjørk Petersen (+45 2080 1638) from European Search Company, which is handling this recruitment.

Please apply for this position using the apply button below.