

## Exciting apprenticeship at Nordic IT in Lyngby

Nordic IT specialises in email and collaboration solutions for the maritime industry and is considered one of the world's leading companies in our field. We have offices in Lyngby, Singapore, Dubai and San Antonio, Texas. We have customers worldwide and work with hosting, IT support, IT infrastructure and software development.

### Apprenticeship

For our office in Lyngby, we are looking for an apprentice who wants to join our skilled team of supporters. We will introduce you to all tasks within your education and ensure you get the training needed. The technologies we work with are mainly Windows Server, Azure, SQL and Microsoft 365. You will be introduced to IT infrastructure at customers on-premises, at their hosting partners and at Nordic IT's own cloud solution, reMARK Cloud, hosted in Azure.

### Typical work tasks

- Technical support and assistance to our customers.
- Identify and resolve technical issues from customers via phone, email, and remote support.
- Follow up on open and closed tasks.
- Collaborate with our development team, report, and resolve software issues.
- Develop and update technical documentation and guides.
- Assist with installation and configuration tasks.
- Contribute to maintaining a high customer satisfaction score.

### Qualifications

- Interest and understanding of IT.
- Communication skills in Danish and English.
- Ability to work independently as well as in a team.
- Good at solving complex problems.
- Service-minded.

### What we offer

As an apprentice at Nordic IT, you'll have the opportunity to work closely with experienced colleagues and learn about complex IT solutions from companies worldwide.

- The opportunity to learn from experts
- A supportive and learning-rich work environment.
- Great opportunities to develop your skills.

### Our address

Our office is located just 10 min. walk from Sorgenfi Station at Lottenborgvej 26E, 2800 Kongens Lyngby, in an office hotel with a great canteen.

### How to apply

Send your application, CV and other relevant info to [job@nordic-it.com](mailto:job@nordic-it.com). We hold interviews on an ongoing basis and will respond to applications as soon as possible.