

Digital Workplace and IT Support Lead

Gubra is looking for a passionate **Digital Workplace and IT Support Lead** to modernize the digital workplace experience for colleagues across our research, laboratory, and business functions.

This is a hands-on role responsible for delivering an exceptional end-user experience while driving the evolution of Gubra's Digital Workplace capabilities.

You will work closely with a small team of Digital Workplace colleagues and remain actively involved in daily operations, technical problem solving, service improvements, and stakeholder engagement. As Gubra continues to grow, you will help shape how employees interact with technology by improving collaboration, automation, device management, identity services, and modern workplace capabilities.

This is more than an IT Support role. You will take professional ownership of key Digital Workplace services while remaining closely involved in hands-on support and delivery.

You will help build a modern Digital Workplace function that enables productivity, collaboration, security, and an outstanding employee experience across the organization.

Key responsibilities

- Support the daily operation and continuous improvement of our Digital Workplace and IT Support services.
- Deliver an exceptional end-user experience by providing high-quality IT support, collaborating with IT Support colleagues to resolve issues, and act as key operational and technical point of contact for the Digital Workplace function.
- Drive continuous improvements in IT Service Management processes, knowledge management, and self-service capabilities.
- Own the lifecycle management of workplace devices, operating systems, and end-user services, including onboarding, offboarding, and automation of recurring operational processes.
- Promote adoption of modern workplace capabilities including Microsoft 365, collaboration tools, identity management, and AI-enabled productivity services.
- Drive automation of recurring operational tasks and end-user onboarding processes.
- Improve service quality through reporting, user feedback, service metrics, and continual improvement initiatives.
- Partner with our Infrastructure Platforms and Security Operations functions to ensure secure and reliable workplace services.
- Collaborate with business stakeholders to understand evolving workplace needs and translate them into practical technology improvements.

Must-have experience

- Strong hands-on experience within IT Support, Digital Workplace, or End User Computing.
- Experience collaborating with IT support colleagues and sharing technical knowledge.
- Strong experience with Microsoft 365, Entra ID, Intune, and modern endpoint management.
- Experience with Windows, macOS, and mobile device management.
- Good understanding of IT Service Management processes and service delivery.
- Experience managing identity, access, and workplace technologies.
- Strong troubleshooting skills across hardware, software, and collaboration platforms.
- Excellent communication and stakeholder management skills.
- Passion for delivering excellent customer service and user experience.

Preferred experience

- Experience implementing modern Digital Workplace tools.
- Experience with Microsoft Autopilot, JAMF, or similar endpoint management platforms.
- Experience with Microsoft Teams, SharePoint, and Microsoft Copilot.
- Experience with implementation of ITSM platforms such as Topdesk, ServiceNow, or similar.
- Understanding of automation using PowerShell, Power Automate, or similar technologies.
- Experience supporting AI-enabled workplace solutions and digital adoption initiatives.
- Experience working in biotech, pharma, or other regulated environments.

Ideal candidate

You are a service-oriented Digital Workplace professional who enjoys helping people succeed through great technology experiences. You understand that a modern Digital Workplace is more than devices and support - it is about enabling people to collaborate, innovate, and work securely through simple, reliable, and intuitive technology.

You combine strong technical knowledge with a genuine passion for customer service, and continuously improving how IT delivers value to the business. You are equally comfortable helping a colleague resolve a technical issue, sharing technical knowledge with peers, presenting service improvements to stakeholders, and supporting the adoption of new workplace technologies. You are comfortable taking ownership of tasks, making decisions within your area of responsibility, and creating structure and clarity in a busy operational environment.

Application and deadline

Please apply no later than September 20, 2026 by uploading your motivated cover letter, resumé, and relevant diplomas on our website.

For questions about the position, please contact Senior Director, Michael Milting at mim@gubra.dk

We are looking forward to receiving your application.

About Gubra

Gubra is a disease-agnostic techbio company specialized in peptide-based drug discovery and development as well as preclinical contract research services striving for excellence at all levels. We insist on doing things efficiently – and often differently - to reach the results we aim for. Our vision is to become leaders in the path towards a more sustainable and healthier world. We do that by facilitating the discovery of new medicine, and by acting and inspiring others to fight the ongoing climate and biodiversity crises.

Gubra's activities are focused on the early stages of drug development and are organised in two main highly synergistic business areas: Biotech and CRO Services. We generate our revenue by performing research for life science companies as well as by partnering projects from our discovery and development pipeline.

Our therapeutic focus is within metabolic and fibrotic diseases, and we specialize in in vivo pharmacology, ex vivo assays, drug profiling, histology, stereology and whole brain and organ imaging. In addition, we offer a full palette of advanced transcriptomics. Our ML/AI-driven peptide drug discovery platform streaMLine enables us to rapidly develop a peptide hit into a non-clinical candidate ready for development. Through a constant focus on high quality, scientific excellence, speed, and solid teamwork we have established ourselves as a highly professional and competent partner in the market.

People are our greatest asset, and our team consists of around 300 employees of which many are located in Hørsholm, Denmark. The mix of people from different cultures and educational backgrounds combined with our entrepreneurial mindset have greatly impacted our working environment, which is characterized by entrepreneurial drive, scientific curiosity, and teamwork – we join forces!