

Bitcoin Suisse is the Swiss crypto-native pioneer and trusted gateway to crypto asset investing. As the leading crypto financial service provider in Switzerland, we operate across the most relevant crypto exchanges and provide brokerage, custody, staking and other crypto-related services at the forefront of technical innovation. We are as dedicated to our clients as we are passionate about cryptocurrencies and the underlying blockchain technology. We make things happen and have helped to shape the crypto and blockchain ecosystem in Switzerland as a driving force in the development of the 'Crypto Valley'. Bitcoin Suisse is headquartered in Zug with offices in Copenhagen, Vaduz and Bratislava and targets (ultra-) high-net-worth private individuals and institutional clients.

IT Service Desk (1st Line Support)

Serve as the first point of contact for **all IT-related issues and requests**, providing timely 1st line support for hardware and software **across the organisation**.

You will have the following responsibilities:

Service Desk & End-User Support

- Act as the first point of contact for all IT support requests (phone, email, ticketing system and in-person)
- Log, triage and manage incidents end-to-end in line with agreed SLAs
- Escalate complex cases to 2nd/3rd line support with clear, structured documentation
- Keep users proactively informed on progress, expectations, and resolution timelines

Hardware Support

- Troubleshoot and resolve common issues across laptops, phones, printers and peripherals
- Perform basic hardware replacements (keyboards, mice, cables) quickly and effectively
- Set up and configure workstations for new starters, including asset tagging and inventory management
- Coordinate equipment returns and decommissioning for leavers, ensuring clean handovers

Software & Platform Support

- Provide 1st line support across the Microsoft 365 environment (mailboxes, permissions, Teams, calls/meetings)
- Manage user accounts, access, and security (password resets, MFA, group memberships, licensing)
- Administer users and services via OnPrem AD, Microsoft Entra ID (Azure AD) and Microsoft 365 Admin Center
- Enroll, configure, and troubleshoot devices using Microsoft Intune

What you bring along

- Completed EFZ apprenticeship in IT or relevant professional experience in 1st level support
- Solid understanding of IT service desk and incident management processes (SLA-driven support)
- Experience with Microsoft 365 administration (Exchange, Teams, SharePoint, licensing), Microsoft Intune and Microsoft Entra ID (Azure AD)/ OnPrem AD user and access management
- Ability to prioritize and manage multiple tickets in a fast-paced environment
- Good documentation skills (ticketing systems, knowledge base updates)
- Scripting knowledge (PowerShell) is a plus
- Fluency in English, German is a plus

What we offer

- **Expertise:** Work with crypto native experts
- **Culture:** Positive and supportive team culture that relies on common goals, ambitions and values
- **Activities:** Regular team events and activities

- **Ownership:** High level of autonomy and responsibility
- **Crypto Salary:** Option to get a part of your salary in Bitcoin and/or Ether
- **Fitness:** Sport over lunch activities
- **Location:** Office location in crypto valley right next to the train station of Zug
- **Workation:** Enjoy the flexibility of working across designated EU countries, with up to 10 days a year to combine work and travel

Please note that for this position, only direct applications with a valid working permit for Switzerland will be considered.

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