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.

Senior IT Support & Client Engineer

Your Role

As a **Senior IT Support & Client Engineer**, you will be the face of IT Support for our Bratislava office and a key player in delivering a seamless and secure end-user experience. You'll take ownership of the IT Service Desk tickets, manage client hardware and software lifecycles, and ensure that every colleague - from onboarding to daily operations - has the tools and support they need to thrive.

End-User Support & Service Desk

- Act as the first point of contact for IT-related issues in the Bratislava office.
- Manage and resolve 1st and 2nd level support tickets via our internal ticketing system (JIRA Service Desk).
- Provide hands-on support for laptops, peripherals, and other workplace technology and applications.
- Coordinate with IT colleagues in Zug and other locations to ensure consistent service delivery.

Client Engineering & Device Management

- Prepare and configure laptops for new joiners, including OS installation, encryption, and software deployment.
- Package and maintain standard software applications and updates.
- Manage hardware inventory, procurement, and lifecycle tracking.
- Support mobile device setup and management (iOS/Android).

Collaboration & Process Improvement

- Work closely with IT Systems Engineers to escalate complex issues and implement improvements.
- Contribute to documentation and knowledge base articles for internal IT processes.
- Identify opportunities to automate and streamline support workflows using scripting (e.g., PowerShell).

Here is our wish list for what you can do already

- Degree or equivalent education in Information Technology.
- 3+ years of experience in IT support or client engineering roles.
- **Strong knowledge of Windows 10/11, Microsoft 365, and endpoint management tools.**
- **Experience with laptop imaging, software packaging, and user onboarding.**
- Familiarity with JIRA or similar ticketing systems.
- Scripting knowledge (PowerShell) is a plus.
- Service-oriented mindset with excellent communication skills.
- Fluent 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

- **Location:** Bratislava with home office possibility one day a week
- **Workation:** Enjoy the flexibility of working across designated EU countries, with up to 10 days a year to combine work and travel

Apply now

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