

Student Assistant, IT and Digital Development

Deadline:
29-06-2025

Contact person:
Martin Wiesner

Place of Work:
Copenhagen

Are you a tech-savvy student with a passion for solving IT challenges? Do you want to put your skills to work for a global NGO making a real impact? Then come join our IT Operations team as a part-time IT Supporter, where you'll help empower colleagues in Denmark and beyond by supporting users, accounts, data, and infrastructure.

About us

DanChurchAid supports people in the world's poorest countries in their struggle for a dignified life and helps those whose lives are in danger. We intervene with humanitarian aid in disaster-stricken areas, provide long-term support through development aid in poor areas and promote initiatives to create a more equal and sustainable world.

We show leadership and continue a 100-year tradition of hope and action. DanChurchAid is active in Africa, Asia, the Middle East and Ukraine with a presence in 19 countries and works to achieve four global goals: Saving lives, Building resilient societies, Combating extreme inequality and Creating engagement. These goals reflect our work across humanitarian efforts, development and human rights.

About the role

As our new IT Supporter, you'll take on a variety of tasks that keep our IT systems running smoothly and make a real impact for our colleagues. You'll troubleshoot problems both in-person and through remote assistance software.

The place of work will be at DanChurchAid's headquarters in Meldahlsgade 3, 1613 Copenhagen K. Work time is 15 to 22 hours per week, typically across two or three days per week and the start date for this role is 1 October 2025. We offer flexible working hours and the possibility of working from home on occasion.

Here's what you'll do:

- Respond to incoming incident reports and requests via face-to-face interaction, video conferencing, online messaging, email, and phone.
- Collaborate with other IT team members and escalate issues when needed, aiming for customer satisfaction and a positive support experience.
- Help colleagues understand how to best utilize technology tools and services, providing clear and friendly guidance as needed.
- Configure, prepare, and troubleshoot hardware, including but not limited to laptops, mobile devices, printers, and audiovisual equipment.
- Perform technical onboarding and offboarding for employees, including related profile management tasks.
- Introduce new colleagues to software and hardware.
- Document your work and procedures to ensure clarity and continuity.
- Learn about and contribute to our IT Operations focus areas, including Endpoint Management, Azure Cloud Computing, Digital Security, Applications & Services, National Support, and International Support.
- Engage in special projects and take on other duties as assigned.

About you and what we are looking for

We're looking for a student with a passion for helping people and a strong interest in IT and technology. You'll thrive in this role if you are eager to learn, have good problem-solving skills, are organized and can prioritize your work to meet deadlines effectively.

We would like to see you using you demonstrating critical thinking and decision making abilities while working well independently and as part of a team.

No prior experience is required, but you'll stand out if you have:

- Experience troubleshooting or supporting computer hardware, software, or devices.
- Knowledge of IT concepts gained through work, school, or personal projects (certifications or coursework are a plus!).
- Familiarity with ticketing systems like Zendesk.
- Hands-on experience with operating systems like Windows, iOS, or Android.
- Knowledge of device management or inventory systems.
- Experience with cloud computing platforms like Azure (or AWS, Google Cloud, etc.).

- Networking configuration and troubleshooting experience.
- Good communications in both English and Danish (spoken and writing)

How to apply and job details

Upload your CV and cover letter no later than Sunday June 29.

If you want to hear more about the job, you are welcome to email our IT Operations Team Leader, Marty Wiesner, at mawi@dca.dk

Please note that we do not offer housing, schooling, or relocation, and formal permissions to live and work in Denmark are required.

We encourage you to apply

All interested candidates irrespective of age, gender, race, religion, sexual orientation, abilities or ethnic affiliation are encouraged to apply for the vacancy. DCA conducts an anti-terror check as part of the recruitment process. It is a prerequisite that you can pass this check and maintain this status throughout your employment with us. Everyone applying for a job with DCA must be ready to comply with our Code of Conduct, Staff Policy on Prevention of Sexual Exploitation, Abuse and Harassment and our Child Safeguarding Policy.