

IT Supporter

Are you eager to build your career in IT and grow your skills in an international environment? Do you enjoy being the go-to person when your colleagues need assistance? Join Ultrabulk as our new IT Supporter and help us support a truly global shipping business.

We offer

As our onsite IT Supporter, you will be the first point of contact for colleagues in our Santiago office, and you will also support our offices around the world remotely. You will join a small, dedicated IT team where you will quickly gain broad hands-on experience and have real impact on how we deliver IT support to the business.

“Our IT team is small, so we expect our new colleague to be an all-rounder. The tasks vary from configuring mobile devices, upgrading the network, compliance reporting, cybersecurity training sessions and assisting with planning and executing the rollout of new software solutions.”

– Martin Bakkemose, Head of IT

As IT Supporter, you will:

Your primary responsibility is to keep daytoday IT operations running efficiently while contributing to our IT strategy. Among other things, you will:

- Conduct 1st level user support (desktop, applications, connectivity etc.)
- Install physical IT equipment (laptops, mobile devices, screens, docking stations etc.)
- Conduct cyber security training sessions
- Onboard/offboard colleagues
- Maintain user and security groups as in Azure
- Procurement of end-user devices

Who we're looking for

You are service-minded, solution-oriented and a strong team player. You are genuinely enthusiastic about IT and understand the importance of delivering best-in-class user experience. Your approach is pragmatic and flexible, and you communicate clearly with both technical and nontechnical colleagues.

Because our IT team is small, you are comfortable taking on many different tasks and enjoy learning new technologies as you go. You can stay calm under pressure and keep a structured overview, even on busy days.

You should also be prepared for some travel activity as part of the role, and working from home is not an option, as onsite support is essential.

We imagine that you have:

- A relevant IT education
- 0–5 years of work experience in a similar role
- Experience supporting users both onsite and remotely (Teams, remote control tools)
- Basic scripting or automation skills (e.g. PowerShell, batch, simple automation tools)
- Experience with endpoint management tools (e.g. Intune, SCCM or similar)
- Experience with collaboration tools (Teams, SharePoint, OneDrive)
- Fluency in English, both written and spoken
- Good documentation skills and habit of maintaining knowledge articles and howto videos
- The desire to develop and adapt your role over time, depending on your interests and skills

We believe the right candidate brings not only expertise and drive but also contributes positively to our culture, one built on strong teamwork and a welcoming, social atmosphere. If your CV doesn't match every single bullet but you recognize yourself in the description, we would still like to hear from you.

What you might love about us

Ultrabulk is big enough to matter and small enough for one person to make a visible difference. With more than 30 nationalities across 10 locations, you will step into a genuinely international, informal and social environment: the kind where people enjoy working together, not just working next to each other. In Ultrabulk, we are convinced that an optimal working environment requires an exceptional social atmosphere across all departments. We believe that work should be fun and rewarding on a personal level. Our mission to be 'a partner you can trust' shines through in our way of being colleagues by caring for one another and, in unison, do our utmost to reach our goals for the business. We believe that flexibility is fundamental in ensuring a balanced life.

Ready to set sail with us?

We would like you to start as soon as possible. If you have questions about the role you are welcome to reach out to Martin Bakkemose, Head of IT, or Jasmin Molsing Sell, HR Consultant.

If you are ready to apply, please submit your CV and application in English via the "Apply" button as soon as possible and no later than 18 October 2026. We review applications continuously and interview on an ongoing basis, and we will close the position once we have found the right match. Only applications uploaded digitally will be considered; we do not accept applications sent via e-mail. Your application will be treated with confidentiality, and our reply will be sent to the email address you registered in our system.

We are committed to providing an inclusive and supportive recruitment experience for all candidates. If you have any specific needs, please let us know how we can assist.