

Meet Semalytix: We are the world leader in generating action-ready insights for pharma businesses. Our AI-driven intelligence platform transforms large amounts of unstructured text into real-world evidence – in real time. We identify trends and key learnings, then summarize them transparently. Our goal is to create real value for our customers. We support them with strategic information that enables them to make their decisions easier and faster.

WE OFFER

- A young, dynamic, and motivated international team with roots in more than 20 nations
- An open and flexible culture and a highly collaborative work environment
- Interesting and diverse responsibilities
- The spirit and culture of a fast-paced, dynamic start-up
- Sponsored gym membership

TO SUPPORT OUR IT SERVICES TEAM, FULL TIME (37.5 HOURS PER WEEK) IN BIELEFELD, NORTH-RHINE-WESTPHALIA, GERMANY , WE ARE SEEKING AN

IT SERVICE COORDINATOR (M/F/D)

YOUR RESPONSIBILITIES

- Support in all types of ITIL processes within Service Operations
- Assist in designing and building our future IT asset management
- Manage inbound calls from customers
- Actively seek to understand the customer's needs and/or the root cause of the current issue
- Demonstrate conflict resolution, negotiation, and de-escalation skills

WHO YOU WILL WORK WITH



Daniel Eiternick
IT Service Manager

YOUR SKILLS AND QUALIFICATIONS

- 2+ years experience in ITIL processes or equivalent apprenticeship and/or course of studies
- 2+ years experience in organising, prioritising and handling multiple work packages
- Excellent verbal and written communication skills
- Business fluent in German and English
- Excellent analytical and interpersonal skills
- Friendly, patient, and articulate manner with strong customer service mentality
- Great in self organisation and keeping track of tasks within other teams
- Hands-on work attitude

Please send your application to careers@semalytix.com. Documents (in English) should include a letter of motivation, a CV, relevant certificates, and references in a single PDF. Informal inquiries may be directed to Lisa Watter (lisa.watter@semalytix.com). Positions remain open until filled. We are strongly committed to promoting equal opportunity and diversity in our team.