Santhera Pharmaceuticals is a Swiss specialty pharmaceutical company focused on medical science and the development and commercialization of innovative pharmaceutical products for the treatment of rare neuromuscular diseases with high unmet medical need. For further information, please visit the company's website www.santhera.com

Come and join our team to contribute to providing treatment options for patients with rare diseases that have a severe impact on the lives of affected children and adults. You can make a difference as:

IT Operations Manager 80-100%

Location: Pratteln, Switzerland (Hybrid)

Scope of Work

The IT Operations Manager is responsible for the management, coordination, and continuous improvement of Santhera's IT environment, with a strong focus on Microsoft 365, IT infrastructure, AI capability enablement, cybersecurity, etc. The role supports the implementation of technology initiatives, ensures stable and secure IT operations, collaborates with external IT service partners, and contributes to the evaluation and safe adoption of AI tools, automation, and digital solutions across the company.

Key Responsibilities

IT Strategy, Governance & AI Enablement

- Contribute or lead to IT strategy execution and support system governance activities in alignment with business needs, regulatory expectations, and operational priorities.
- Support Santhera's AI enablement framework, helping ensure the safe and compliant adoption of AI tools (including Microsoft Copilot and other AI applications)
- Assist in establishing and maintaining guidelines for IT systems (IT SOPs, work instructions, system documentation, change controls, and qualification records)
- Monitor emerging technologies and provide input on network, cybersecurity and cloud-based improvements

Microsoft 365 Platform Management

- Manage the Microsoft 365 environment to ensure availability, secure configuration, and efficient operation of collaboration and productivity services.
- Support administration of Entra ID, identity lifecycle processes, access policies, and compliance configurations.
- Contribute to Intune device management, including configuration, compliance settings, and secure deployment processes.

IT Infrastructure & Operations

- Support end-to-end IT operations to maintain reliable, secure, and compliant functioning of IT systems.
- Handle incident management, escalations, and troubleshooting for 2nd/3rd-level technical issues.
- Manage hardware/software procurement, asset lifecycle activities, and user access processes.
- Document IT operational performance and support reporting of system status, risks, and improvements.

Cybersecurity & Risk Management

- Assist with risk assessments, vulnerability management, patch governance, and secure configuration activities aligned with ISO 27001, NIST, and CIS frameworks.
- Consider cybersecurity impacts related to AI models, data use, and access patterns as part of system oversight.
- Contribute to disaster recovery planning, business continuity, readiness, and system resilience activities.
- Participate in the annual IT audit with Santhera's external auditors.

Vendor, Stakeholder & Project Collaboration

- Coordinate with external vendors, internal stakeholders, service providers, and consultants to support IT service delivery according to agreed requirements.
- Contribute to IT project execution, including upgrades, cloud migrations, automation initiatives, and the support of AI tools.

Required Qualifications & Experience

- 4-8 years of background in IT operations, infrastructure leadership, and service delivery management.
- Knowledge of cybersecurity frameworks, identity protection, endpoint security, and ITIL processes.
- Extensive experience in Microsoft 365, Entra ID/Azure AD, Intune, and cloud system administration.
- Experience implementing AI productivity tools, automation scripts, or AI-supported workflows (e.g., Copilot, chat-based tools, data extraction automation) desired
- Experience in regulated environments preferred

Required Competencies & Skills

- Strong leadership and ownership mindset
- Structured, solution-oriented working style with strong prioritization skills.
- High adaptability in a dynamic, fast-growing organization.
- Fluent in English; German is an advantage.
- Ability to work independently and collaboratively, as required, in a matrix organization
- Excellent planning and organizing skills
- Flexibility in adapting to changing priorities and deadlines
- Capable of dealing with ambiguity, risk taking and decision making in a fast-paced entrepreneurial environment

For this position, the relevant working/residency permit or Swiss/EU-Citizenship is required.

If you are interested in a multicultural, challenging, and innovative working environment and your profile matches our requirements, we are looking forward to receiving your online application in English via LinkedIn or Email, at career@santhera.com

Note for agencies: Recruitment agencies are kindly invited to refrain from sending unsolicited CVs to Santhera.