



Santhera Pharmaceuticals is a Swiss specialty pharmaceutical company committed to the development and commercialization of innovative medicines to meet the needs of patients living with rare diseases.

At Santhera, our people are the driving force behind our success. Our collective loyalty, courage, and resilience set us apart and help us thrive through change as a collaborative team. We create a purposeful workplace where your contribution matters, growth is fostered, and together we make a real impact for those living with rare diseases and for each other.

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 Specialist 60%

Location: Pratteln, Switzerland (Hybrid)

Work pensum: 60%

Who you are

You are a hands-on IT professional who enjoys building reliable, secure, and modern technology environments that enable people to do their best work. Equally comfortable solving operational challenges and driving continuous improvement, you take ownership, think proactively, and thrive in a fast-paced, evolving business.

You combine strong technical expertise with a service-oriented mindset, building trusted relationships across the organisation and translating business needs into practical technology solutions. You are curious about emerging technologies, particularly AI, and are excited to help shape responsible adoption while maintaining high standards of security, compliance, and governance.

Scope of Work

The IT Operations Specialist owns the day-to-day reliability, security, and evolution of Santhera's M365-centric IT estate, partners with the business on AI-enabled ways of working.

Key Responsibilities

- Design, maintain, and continuously improve IT infrastructure, ensuring high availability and performance across the organisation.
- Manage and optimise networking environments, including LAN/WAN, firewalls, VPNs, and related technologies.
- Support computer security posture, including vulnerability management, endpoint protection, patch management, and incident response.
- Administer and develop the M365 ecosystem including Exchange Online, Teams, OneDrive, Intune, and Azure Entra.
- Develop, manage, and maintain SharePoint Online environments, including governance frameworks and user adoption strategies, as needed.
- Assist in automating routine tasks, streamline administration, and improve operational efficiency.
- Act as an escalation point within the IT service management (ITSM) framework, ensuring issues are resolved in a timely manner and SLAs are consistently met.
- Contribute to the ongoing development and optimisation of ITSM processes, procedures, and knowledge base articles.
- Maintain thorough documentation for all systems, processes, and changes in accordance with regulated-industry standards.

- Act as a trusted technology partner to internal stakeholders, providing clear communication, setting expectations, and following through on commitments.
- Champion a customer-first culture within the IT team, ensuring all interactions — from service desk to project delivery — reflect a high standard of service.
- Engage with business units to understand their technology needs and translate these into actionable IT initiatives.

Required Qualifications & Experience

- Minimum 4 years of hands-on IT experience with responsibility across IT operations, infrastructure, and service delivery management.
- Extensive experience in Microsoft 365 administration, including Entra ID (Azure AD), Intune, Exchange Online, Teams, and related cloud technologies.
- Solid understanding of networking fundamentals, including TCP/IP, DNS, DHCP, VLANs, firewalls, and VPN solutions.
- Strong knowledge of information and cybersecurity, including security policies, identity and endpoint protection, cybersecurity frameworks, security tools, incident response, and ITIL processes.
- Experience with ITSM platforms and frameworks
- Experience contributing to audit readiness, compliance reviews, or IT risk assessments in regulated settings.
- Experience working in or supporting on-premises and hybrid cloud infrastructure environments.

Desirable Qualifications & Experience

- Relevant professional certifications (e.g. Microsoft Certified: Azure Administrator, ITIL Foundation, CompTIA Security+, CISSP, or equivalent).
- Advanced SharePoint Online skills, including architecture, governance, and end-user enablement.
- Proficiency in PowerShell scripting for automation and administration tasks.
- Experience with AI productivity tools, automation, or AI-supported workflows (e.g. Copilot), as well as an understanding of responsible AI usage and governance principles in an enterprise environment.

Required Competencies & Skills

- Proven experience in the life sciences industry, with a strong understanding of regulated environments.
- Excellent written and verbal communication skills in English; German language skills are a strong advantage.
- Collaborative and strong communicator, skilled at building trusted partnerships and managing stakeholders across diverse teams.
- Proactive and solution-oriented, demonstrating initiative, and a continuous improvement mindset.
- Adaptable and resilient, effectively managing competing priorities in a fast-paced environment.

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.