



Santhera Pharmaceuticals is a Swiss specialty pharmaceutical company committed to developing and commercializing innovative medicines to meet the needs of patients living with rare and other diseases with high unmet medical needs.

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:

(Senior) IT Engineer

Location: Pratteln, Switzerland (Hybrid)

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 Senior IT Engineer 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

Infrastructure & Operations

- 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.
- Take ownership of 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 AD.

- Develop, manage, and maintain SharePoint Online environments, including governance frameworks and user adoption strategies.
- Write and maintain PowerShell scripts to automate routine tasks, streamline administration, and improve operational efficiency.

IT Service Management

- 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.

AI Governance & Emerging Technology

- Maintain the AI use-case register, run the EU AI Act risk classification on new use cases, partner with VP AI Transformation on DPIAs, and report quarterly to the Executive Committee on AI adoption and risk
- Support the organisation's AI governance framework, ensuring responsible and compliant use of AI tools and platforms across the business.
- Stay abreast of emerging technologies and proactively recommend opportunities to improve efficiency, security, or capability.
- Evaluate and pilot new tools and platforms, producing clear business cases and implementation plans as appropriate.

Customer Focus & Stakeholder Engagement

- 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.

Leadership & Deputisation

- Deputise for the Senior IT Operations Manager in their absence, taking ownership of day-to-day IT operations and escalations.
- Provide mentoring and informal guidance to junior team members, fostering a collaborative and high-performing team environment.
- Actively contribute to IT strategy discussions and support the delivery of departmental goals.
- Demonstrate flexibility and adaptability across a dynamic workload, managing competing priorities effectively.

The job holder has the responsibility to train and comply with Quality Documents as per Santhera Training Matrix.

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

- 4-8 years of hands-on IT experience, with demonstrable progression in responsibility.
- Proven experience working in a regulated industry (e.g. Pharmaceuticals, Life Sciences, Financial Services, or equivalent).
- Strong expertise in Microsoft 365 administration, including Intune, Azure AD, Exchange Online, and Teams.
- Advanced SharePoint Online skills — architecture, governance, and end-user enablement.
- Proficiency in PowerShell scripting for automation and administration tasks.
- Experience with ITSM platforms and frameworks (e.g. ServiceNow, Jira Service Management, ITIL-aligned processes).
- Solid understanding of networking fundamentals: TCP/IP, DNS, DHCP, VLANs, firewalls, and VPN solutions.
- Demonstrable experience in computer and information security — policies, tools, and incident response.
- Familiarity with AI governance principles and responsible AI usage in an enterprise context.
- Experience of working in or supporting on-premises and cloud-hybrid infrastructure environments.

Desirable Qualifications & Experience

- Relevant professional certifications (e.g. Microsoft Certified: Azure Administrator, ITIL Foundation, CompTIA Security+, CISSP, or equivalent).
- Experience contributing to audit readiness, compliance reviews, or IT risk assessments in regulated settings.
- Exposure to IT strategy, roadmap planning, or budget management.
- Experience evaluating or implementing AI tooling within an enterprise 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.