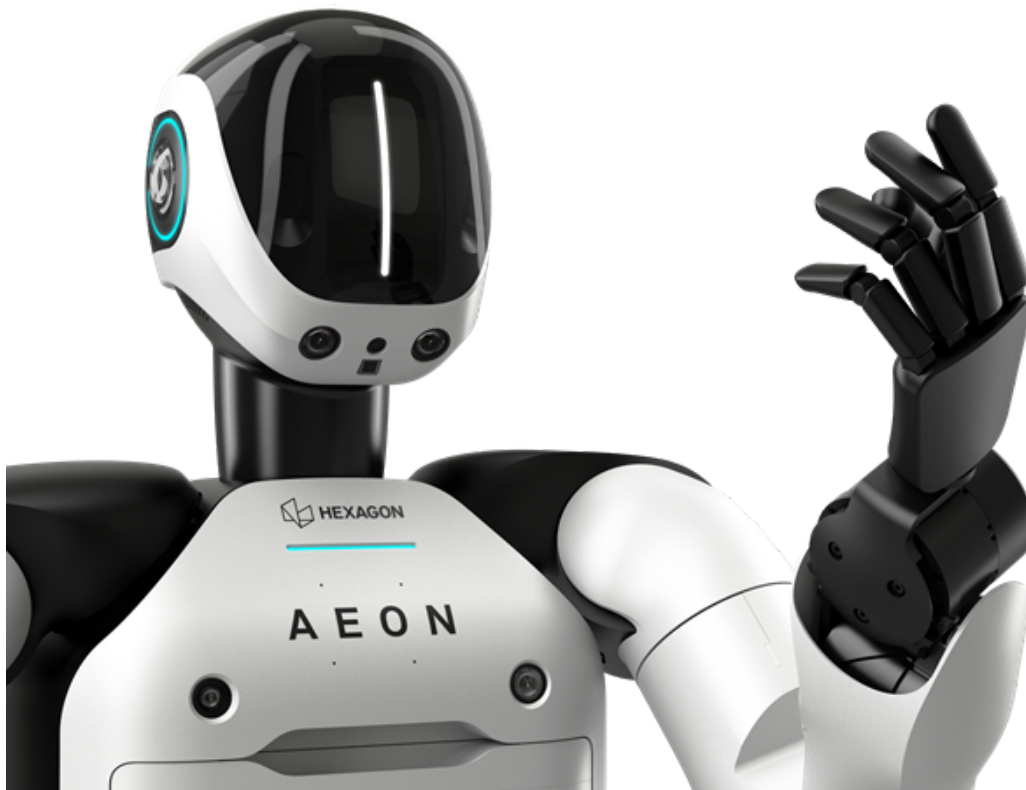




IT Support Engineer (f/m/d)

100% Zürich

Hexagon Robotics is a division of Hexagon – a global leader in precision measurement. The division develops humanoid robots for industrial sectors to address labor shortages and accelerate the transition from automation to autonomy. Our first humanoid, AEON, was launched in June 2025 and is already in pilots with five customers.

You'll join at a formative moment for our IT function. Initially you will report to our Director of Operations, who owns IT for Hexagon Robotics. As the function grows, a dedicated on-site IT Manager role is planned, which you would report into. If you want to help shape how IT works in a scale-up rather than slot into a finished structure, this is the right time to join.

Your Mission

Incident and request management

- You will be the first and usually final line of support for 150+ colleagues, running the full ticket lifecycle triage, prioritisation, resolution, and escalation where needed.
- We work to fast SLAs: most incidents should be resolved near-instantly, not queued

Your Skillset

- Solid experience in end-user IT support in a fast-moving environment (scale-up, or a demanding support function)
- Proven Linux troubleshooting skills are essential. You should be comfortable supporting Linux users and diagnosing everyday operating system, application, and connectivity issues.

- Since our end users predominantly use Linux, we're looking for someone with strong hands-on Linux desktop support experience who is confident troubleshooting Linux systems on a daily basis, rather than someone whose expertise is primarily Windows-focused. (Ticketing runs on Jira Service Management / ServiceNow)

User lifecycle management (joiners, movers, leavers)

- You will own the full IT side of the employee lifecycle: provisioning and imaging laptops, creating accounts, assigning access for new joiners – sometimes at one day's notice, with a working setup still expected on day one – adjusting access as people change roles, and running clean, complete offboarding: access revocation, hardware return, account closure
- Hardware and asset management
- You will manage our end-user hardware fleet across its lifecycle: procurement support, stock and inventory, deployment, repairs and replacements, and retirement.

Workplace IT infrastructure and projects

- We are expanding our office space, and you will drive the IT side hands-on: joining office viewings to assess requirements, scoping and estimating network and infrastructure work, and doing the physical work – cabling, network setup, meeting room AV, workstation builds
- Cross-team collaboration
- You will work closely with two very different partners
- With our robotics and engineering teams, you'll build an understanding of their Linux-heavy workflows and tooling so that support decisions fit how they actually work

- Hands-on experience with laptop provisioning, imaging, and hardware lifecycle management
- Working knowledge of identity and access management for day-to-day joiner/mover/leaver tasks – [SSO/IdP TBC]
- Networking fundamentals: you can diagnose Wi-Fi, switching, and connectivity issues and set up office network infrastructure
- A service mindset with speed: you take pride in resolving things now, not in managing a backlog
- Fluent English; German is a plus

What Defines You

- You like variety: a morning of tickets, an afternoon crawling under desks running cables, and an office viewing in between
- You stay calm when priorities shift overnight – because they will
- You take full ownership: when something is yours, nobody needs to follow up

This is Probably Not for You If

- You prefer a narrow, specialised scope with a stable, predictable queue
- You're looking for a remote or hybrid role – this job is physically on-site in Zürich, and much of the work can only be done in person
- Linux is something you'd rather avoid

- With Hexagon IT, you'll coordinate on shared systems, security policies, and escalations — acting as the local bridge between a fast-moving scale-up and a global IT organisation

What You'll Get

- A front-row seat in a robotics company at the moment it goes commercial
- Real ownership from day one — you build the support function, not just staff it
- The opportunity to shape IT: be part of not only the day-to-day work but also take part in the decision's / implementation of IT as you and the division grow
- Generous vacation: 25–30 days depending on age
- CHF 500 mobility credit for sustainable commuting
- Bonus system & strong pension contributions
- Tailored training & development opportunities
- Relocation support for a smooth start
- Discounts on health, mobility & entertainment
- Team events and a flat hierarchy where your voice counts
- A warm, international culture built on respect and collaboration

Great robots need great people.

Apply Now

Contact

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