



Make IT matter. Make IT matter. Make IT matter.

We are part of Erste Group – the largest banking group in Central and Eastern Europe with more than 2,500 branches and over 45,000 employees. Our more than 2,000 IT experts and enthusiasts are the bank's Digital Muscle.

Student Part-time IT Operations (all genders) #work&study #jira #confluence

With top notch technology, we drive the realization of the Group's vision: To provide human banking in digital times, and to build Financial Health for over 16 million customers in the CEE region. We aim to attract and develop the best talent and aspire to be an IT employer beyond compare.

We are Erste Digital. We are #digitaltotheheart

What to do:

Internal Customer Service Center provides first level support services and premium services for Erste Digital's solution portfolio. Incident and Service request fulfillment is our core business where availability and responsiveness is key. You will get onboarded by our team mates in the following topics:

- Incident and service request fulfillment
- Escalation management towards 2nd and 3rd level support
- Participate meetings with internal stakeholders (to understand and learn, how 1st Level Support can foster and contribute to a good and positive relationship to users and internal customers as well colleagues)
- Monitor service levels and guarantee reaction and response times according SLAs/KPIs

Get in touch with a wide range of technologies, from cutting edge to mainstream. You will have the opportunity to learn from our experienced team members and can also bring in your own new ideas that will help us to grow and improve. Optionally and depending on your IT skills, you may get involved also in more detailed and complex topics (like reporting) and get deeper insight to a market leading IT Enterprise Servicemanagement Tool Provider "serviceNow" (our core toolbox).

You check these boxes:

- Enrolled student with on-going program at University (Uni, FH)
- Microsoft Office knowledge is necessary for the position, experience with Jira and Confluence is advantageous for it
- Passion for teamwork and continuous learning
- Curious and empathetic, treating all people with respect

Why you will like us:

- Possibility to benefit and learn from our international, talented and passionate community at Erste
- Great learning curve through ownership and creative freedom
- Interest groups and clubs: Take part in discussions and get involved in projects. Numerous interest groups invite you to engage with a topic
- Learning & Development – We are firmly convinced that every day is an opportunity for learning. Improve your know-how in workshops, seminars and through e-learning – from professional training to soft skills.
- New way of work: With our flexible working hours model we want to make your life less complicated. Combining the best of both worlds, remote and company time.
- We offer you a varied part-time internship position. An internship salary starting up from 7€/h, depending on your skill and previous work experience is offered.

The way we are

Erste Group considers the diversity of its employees as key to innovation and success. As employer we are proud to offer everyone equal chances, irrespective of age, skin colour, religious belief, gender, sexual orientation or origin.



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#believeinyourself