

WE ARE HIRING!



Senior IT Application Support ICT Operations Department Global Banking Services Sector

Profile & Requirements

Minimum high School degree (preferably IT oriented) or higher education
A minimum 3+ years of working experience on similar position
Good verbal and written communication
Good organizational and communication skills, proactive, problem solving oriented
Fluency in English both verbal and written
Flexibility
Analytical skills
Required experience with SQL PL/SQL, Oracle, ETL, IIS, Tomcat, Jasper reports, Alfresco, Linux
Desirable experience with IBM IAM Administration tool or other Identity and Management tool

Key Responsibilities

Providing support for critical business applications to end user
Resolving service request and incidents reported through internal ticketing system
Recording problems and following the resolution process
Maintaining customer communication, providing on time and accurate information
Performing analyses on software application functionality and suggesting improvements.
Analyzing of daily activities with possible upgrade of technical processes through automation and services, jobs, monitoring, etc.
Advanced proficiency in determining the causes of application errors and repairing them
Supporting IT projects within its area of responsibility, direct communication between PM, Business owners, IT teams and other interested parties
Supporting IT governance process within the area of responsibility

What We Offer

We are a bank that strives for excellence. We value substance over the form and open communication over the hierarchy, where everyone is encouraged to make an impact. We are a Bank where you can come to work using our bike, and where we work in a smart office. We are a bank which wants you to spend your birthday out of the office, and bring your family to your workplace.

We #dowhatmatters

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#DOWHATMATTERS

UniCredit as a leading European Bank, combining an international mindset with a strong local roots, welcomes people who share a strong can-do spirit and attitude. We look for those who believe in team work and feel responsible for generating value to our customers and communities we all live in.



Bringing out the best in people.



Building our future together.



Empowering our people to grow.



United by international diversity.