



IT SERVICE MANAGEMENT TRAINEE

Looking to kick-start your career in the world of IT? We've got the perfect opportunity for you!

Dive in and get hands-on experience in the world of payments and credit cards, working for an unconventional digital bank in the heart of Luxembourg!

As an IT Service Management Trainee, you will have the opportunity to explore a range of activities and tasks within an enterprise IT environment. Joining the IT Service Desk team, you will assist users with IT-related issues and provide valuable support. This opportunity is a full-time internship contract of six months. Alternatively, a part-time internship over 12 months is also possible.

ABOUT THE JOB | Your responsibilities

- Assist in incident management and service request fulfilment in our Service Desk
- Provide end-user support remotely and in our office
- Register and manage tickets in our service management system
- Work closely with all areas of IT to support activities outlined in our project roadmap
- Contribute to our User Administration process
- Review, create and improve procedures related to Service Desk activities

ABOUT YOU | Your background, skills and personality

Fresh grad, student or degree in hand?

- You've recently graduated and have a degree in IT, computer science, information technology engineering, or a similar field.
- If you've finished your higher education or bachelor's degree, make sure this internship takes place within 12 months of your graduation.

Tech enthusiast and go-to problem solver:

- You will be the first point of contact for colleagues who need help with IT questions or technical problems. We're looking for someone who enjoys being the "go-to" person for troubleshooting, advice and solutions.
- You're a curious and tech-savvy individual who thrives on exploring new tools, solving technical puzzles, and understanding how things work. You're that person who gets excited about technology and loves sharing your knowledge with others.

Know-how:

- You have a general understanding of the Microsoft Enterprise technology stack. You also have a good knowledge of Windows 11, MS Office, Teams, SharePoint and collaboration tools.

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Soft skills:

- You have good customer and service orientation skills
- You are willing to learn, understand and apply new technologies
- You are eager to work with state-of-the-art technology and products
- You communicate clearly and effectively, both verbally and in writing
- You are a collaborative team player who demonstrates self-motivation and proactivity
- You are open-minded and curious, with strong intercultural skills and a good sense of humour

Language lover: Fluent in English? Perfect, it's our corporate language! If you also speak French, German, or any other languages, that's a bonus.

ABOUT ADVANZIA | The European digital bank

*Avanzia Bank's **mission** is to make finance easier and more inclusive by offering simple, smart and user-friendly payment and credit solutions that provide financial flexibility and deliver added value for our customers. Our way of working is guided by responsible lending, open communication and teamwork in cooperation with employees, business partners and customers.*

At Avanzia, we are committed to equal opportunities and embrace diversity as a driving force behind our success.

We offer challenging projects in a dynamic, fast-paced environment, along with numerous opportunities for training and development. Our zero-carbon Emerald building is designed to support employee health and wellbeing with various health programmes and after-work sports & social events available to all members of #TeamAvanzia.