



LOOKING FOR MORE THAN A JOB?
JOIN US!



IT SERVICE MANAGEMENT TRAINEE

As a trainee in our IT Service Management team, you will have the opportunity to gain insight into a variety of activities and tasks related to enterprise IT. You will be part of the IT department, support the day-to-day business and contribute to information security projects.

This opportunity is a full-time mandatory or practical traineeship contract of six months. Alternatively, a part-time traineeship over 12 months is also possible. Student visa or authorisation to work in Luxembourg is necessary.

ABOUT THE JOB | What will you do?

As an IT Service Management trainee, you will be responsible for the following activities:

- Assist with 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 IT teams to assist with activities defined in our project roadmap
- Contribute to our user administration process
- Review, create and improve Service Desk procedures

WHAT WE EXPECT | What are your skills?

- Customer service-oriented personality
- Ability to learn, understand and apply new technologies
- A precise and accurate working style with an eye for details while keeping the big picture in mind
- Good communication and interpersonal skills
- A self-driven, proactive and reliable team player
- Ability to engage and collaborate with various teams
- You are open-minded, curious and bring a sense of humour
- Fluency in English is a must

ABOUT YOU | What's your background?

- You are enrolled at or have recently graduated from a college or university in IT-related studies such as Computer Science, IT Engineering, similar fields or,
- You have recently successfully completed a first higher education or a bachelor degree's (in this case the entire duration of the traineeship must take place within 12 months of your graduation)
- General understanding of Microsoft Enterprise technology stack
- Knowledge of Windows 11 and MS Office
- Acquaintance with collaboration tools

WHAT WE OFFER | What advantages will you have?

- A full-time traineeship contract for a period of six month, or a part-time contract for 12 months
- Dynamic and international environment
#TeamAdvanzia
- Participation in various Corporate Social Responsibility (CSR) projects as part of the bank's [Advanzia Plus](#) initiative

WORKING FOR ADVANZIA

THE UNCONVENTIONAL BANK

Where you will be working

Located in bright and modern offices in Munsbach at 15 minutes from Luxembourg City, Advanzia currently employs around 200 employees from all over the world. We offer a pleasant and collaborative working atmosphere in a truly multicultural environment.

Looking for a new professional challenge in a fast-growing company?

Apply today and send your CV and motivational letter in English to jobs@advanzia.com

Click [here](#) to find out more about your career opportunities at Advanzia Bank.

