

Internship

Murex local Services AT

UniCredit Business Integrated Solutions (UBIS) is the service company of **UniCredit Group** that provides solutions in Information & Communication Technology (ICT), Back Office & Middle Office, Real Estate, Security and Global Sourcing areas in order to respond quickly and effectively both to the requests of the Bank and of the clients external to the Bank. UBIS organizes its activities on a structured model divided into business lines and service lines, based on a concept of end-to-end in order to ensure the best service in terms of quality.

Murex local Services AT is responsible for providing an On-site daily support as 1st level of Contract for users ensuring Business proximity. Furthermore the unit is generally managing the customer relationship establishing "trust" on the capabilities to solve issues and is also managing RUN and CHANGE requests in alignment with business requests priority leveraging whenever necessary on Core Applications Services based in Warsaw to receive proper support on specific maintenance topics related to Murex. Moreover the department is in charge of providing support for requirements collection and test management performed by UniCredit Bank Austria as well as to coordinate locally rollout of charges implemented.

What you can expect from this Internship:

- Assist Murex application support.
- Analysis activities.
- Preparation of documentation and support preparation of change requests.
- Ticket management in Remedy (including reporting).

What you should bring along- What we expect from you:

- Current studies in the field of IT or Finance.
- MS Office knowledge.
- Good skills in spoken and written English.
- Basic knowledge of financial products.
- Ability to act on own initiative.

What we offer:

Place: Vienna

Period: 2018 ongoing

An internship for at least 3 months (preferable up to 6 months) with a monthly gross salary of EUR 1200,00.

Application details:

We look forward to receiving your online-application on <http://praktikum.bankaustria.at>, indicating the advertisement-no. **4623** within your preferred period of the internship.

Contact Person: UniCredit Bank Austria AG
Andreas Hanl
Tel.: +43 (0)5 05 05-55422