



Become  
**Junior IT Service Analyst (All Gender)**  
Our Chief Information Office (CIO) in Hamburg is waiting for you.

We believe your interests to be equally important as the ones of your team. This is why you can achieve even more with us. Sounds good? Then you are just right with us.

### Our promise

We help people move forward every day. We encourage you to develop your own ideas and offer an open company culture where everyone respects each other irrespective of hierarchy. You'll meet a variety of different people, living our values all day every day to do the best we can with integrity and excellence for our customers and stakeholders. Join our team for a diverse working experience and bring your personal contribution to our brand.

### Your Part

- Act as the key interface between the business and IT component teams for ensuring the required IT capability is in place and delivers to the business needs and priorities
- Identify risks and problems in the technical landscape and ensure the resolution process is initiated following ITIL principles as per the IT Management framework implemented by the Barclays Group
- Support the growth agenda of Barclaycard Germany by working in projects driven by our business initiatives
- Manage 3rd party relationships of managed service and consultancy suppliers for Barclaycard Germany
- Act as principal point of business contact into service management community
- Define and execute service improvement plans to ensure positive impact towards the IT landscape
- Sustain a depth of knowledge of current service practices and awareness of current business developments and technical opportunities within own service portfolio

## What you're made of

- Experience of managing complex/multiple IT services in a financial services company
- Fully conversant and accredited with service management and delivery best practices (e.g. ITIL)
- Minimum 3 years experience in working in a cross functional setup with teams span across multiple geographies
- Experience in service and supplier change plans
- Extensive knowledge of analytic techniques and methods
- Good knowledge of business change processes, methods and tools
- Broad understanding of service and supplier management processes and methods
- Good understanding of project and change management processes
- Demonstrate a wide knowledge of IT service infrastructure and its exploitation in both own and other organisations
- Outstanding problem solving skills with the ability to filter, prioritise, analyse and validate complex and dynamic material
- Demonstrate effective communication, both orally and in writing, with subordinates, colleagues, clients and customers at all levels, both formally and informally – an experienced communicator who nurtures relationships for mutual gain
- Ability to analyse, diagnose, design, plan, execute and evaluate work to time and quality targets
- Demonstrate the ability to deliver in a resource constraint environment
- Act as the key interface between the business and IT component teams for ensuring the required IT capability is in place and delivers to the business needs and priorities

## About us

We're not an average bank. We're Barclaycard: modern, diverse and digitally minded. As one of the country's leading credit institutions, we have over 700 employees based in Hamburg. For the past 25 years, we have been offering our customers flexible payment options and helpful financing solutions that have resulted in over 1 million customers.

## Interested? Perfect

Send us your application with your resume and a cover letter with your salary expectations and earliest starting date to [karrieraussichten@barclaycard.de](mailto:karrieraussichten@barclaycard.de), quoting reference 60/2020.