



TECHNICAL CUSTOMER SUPPORT INTERN

~ 6 months internship ~

Finastra: Who are we?

Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today—spanning retail banking, transaction banking, lending, capital markets and treasury. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. With our scale and geographical reach we drive valued solutions and opportunity for customers regardless of size or geography. Through our open, secure, and reliable solutions, we empower customers to accelerate growth, optimize cost, mitigate risk and continually evolve to meet their changing needs.

Why work for Finastra?

At Finastra we are changing the world of financial services. We unlock the potential of people and businesses in finance, creating a platform for open innovation through our incredible ecosystem and talent in more than 40 countries across the world. We revel in global knowledge sharing, diversity and opportunity and that puts Finastra in the best position to create client value as we cooperate and co-create, together. Each one of our 10,000 people is part of one team, leveraging the wealth of our collective knowledge, passion and creativity. This is your opportunity to join a world-class team, working with people who are leading the financial services industry through innovation, growth and value.

What will you contribute?

As an intern on Digital Channels Engineering Support you will work with your team members and your Team Lead on providing information for customer requests, analyzing, identifying bugs and plan possible fixes, workarounds and eventually, after enablement, carry out the fixes and deliveries to the customer.

Responsibilities & Deliverables:

Your deliverables will include, but are not limited to the following:

1. Product knowledge

- Possesses a basic understanding of overall functionalities and capabilities of the product, as well as its technical / functional (role-dependent) aspects. Uses it to validate that a product is working in accordance with specifications and documentations and to assist the team investigating the issues raised by the Finastra clients.

2. Issue Investigation

- Investigates cases of low/medium complexity and keeps the frontline updated on the progress of the investigations.
- Get the needed information from the clients to reproduces issues, searches for potential workarounds.
- Applies a methodical approach to problem-solving by systematically analyzing and explaining all possible outcomes.

3. Analyzing and Solving problems

- The individual will work on her/his own under supervision to locate the problem, prepare solution plans and evaluate them in cooperation with the Team Lead and other team members as well.



Required Experience:

- Ongoing Bachelor or Master studies.
- Moderate academic or practical knowledge in a technical, scientific or business discipline acquired as part of university education.
- Experience in object-oriented programming basics (preferably JAVA).
- Basic knowledge of standard enterprise software solutions (databases, application servers, etc).
- Basic knowledge of: J2EE, CSS, HTML, SQL, XML.
- High level analytical and problem-solving skills.
- Proactively seeks opportunities to learn.
- Minimum intermediate level of English language skills.

Apply: Rita.Horvath@finastra.com | **Subject:** 6 months internship