

Imagine learning from the best professionals in the sector

Banco Santander is the first bank in the Euro zone, with a hundred million customers, more than three million shareholders and the largest branch network in international banking. Our Global and Multinational Bank employs more than 180.000 professionals all over the world.

If you want to develop your professional skills at Santander, now is the time. At Santander we know how to recognize talent and drive, we will help you discover your professional goals and determine your career path.

Our internship programs work toward a common objective: to provide experience and skills that compliment academic training, and all alongside the best professionals in the sector.

Position and location

Internship in the Client Support Center of our Operational Risk department at Banco Santander Suisse (BSS) - Geneva office

Mission

The Client Support Center in Banco Santander (Suisse) trains and provides support to all clients, bankers, assistants and advisors in using our commercial tools. The main goal is for all end-users to become familiar with: 360° Platform, E-banking, Electronic Signature and Investment Proposals. The Client Support Center reports to the Operational Risk department, whom is in charge of minimizing the impact of events by developing and implementing an operational framework.

Responsibilities

Your main tasks will entail:

- Provide one-to-one training to bankers and assistants about the Bank's internal systems.
- Integrate data from heterogeneous systems.
- Create and maintain the documentation of the processes executed by the department.
- Collaborate in projects and activities related to maintaining an adequate level of Information Security.

Profile

- You are a current student or recently graduated young professional with formal training on **IT or Information Security**.
- We look for an adaptable, personable team player with a 'can-do' attitude.
- Languages: **Spanish and English are mandatory**. French is an asset.
- Very good verbal communication and **interpersonal skills**.
- Working knowledge of basic computer systems and mobile devices including iPads.
- Experience supporting/troubleshooting a Web Based Application will be an advantage.
- Experience in customer service or in training will be an advantage.
- Problem solving oriented and team spirit focused including flexibility and personal initiative.
- **Eager to learn.**

Contact: recruitment@pb-santander.com