

Expert AI Specialist to Service Fulfilment & Operations

Welcome to Group Technology, where we engineer solutions that support Nordea's transformation and enable the Customer Vision and Business Strategy. As part of Nordea's 2030 strategic direction, we are modernizing our technology and data estate while accelerating the adoption of AI-enabled capabilities across the bank.

We are now looking for Expert AI Specialists to join our team. In this role, you will take technical ownership of reliable, secure and scalable AI-enabled platforms and applications. You will shape solution choices, build production-grade AI infrastructure and workflows, and guide teams in adopting AI responsibly in line with Nordea standards.

Nordea is a place where traditions meet tomorrow. We're not just a bank, we're a tech employer on a mission to evolve finance securely and responsibly. Together, we impact millions of people’s daily lives by ensuring they can access our solutions anytime, anywhere, while safeguarding their personal data and wealth. Join us in making an impact on the banking industry.

About our team

Welcome to the SRE Operations team. We provide automated build and integration capabilities and enable development teams to deliver with minimal manual overhead. You will play a senior role in Nordea’s transition from legacy, internally developed platforms to industry-standard DevOps toolchains enhanced by AI. As we modernize our web applications towards container-based architecture using Mirantis Kubernetes and Docker, you will influence technical direction, turn complex operational needs into sustainable solutions, and help establish engineering practices that scale. Working closely with application development and platform teams, you will lead the onboarding of services to our infrastructure, platforms and tools, build AI-powered application infrastructure, and design production-ready AI workflows. We offer a contract of employment with various benefits based on your location, which may include private health and life insurance, learning opportunities, holiday subsidies, bonuses and more.

The team works closely with product owners, engineers, architects, cybersecurity, data governance and cloud platform teams to ensure our solutions are pragmatic, compliant and production-ready. You will bring deep hands-on engineering expertise, challenge and improve technical approaches, and communicate complex platform decisions clearly to both technical and non-technical stakeholders. You will also support colleagues through practical guidance and help raise engineering standards across the wider organisation.

Main responsibilities in this role:

- Take technical ownership of reliable, secure and scalable cloud and AI-enabled services, including participation in the 24/7 on-call rotation for business-critical applications
- Define and improve observability and operational practices across logging, monitoring, alerting, SLOs, incident response, resilience, cost control and production readiness, with a particular focus on Google Cloud
- Design and implement AI-enabled environments, including agentic AI solutions, prompt engineering, retrieval-augmented generation, agents and end-to-end AI workflows
- Translate business and operational needs into sustainable technical solutions, identifying dependencies, risks and opportunities for improvement
- Provide expert guidance to users and engineering teams, resolve complex platform issues and support effective adoption of environments and tools
- Own the implementation and lifecycle of development, test and production platforms, ensuring stable, high-performing and maintainable solutions
- Drive technical decisions based on evidence, platform knowledge and long-term value, and align choices with architecture, security and governance requirements
- Act as an experienced technical partner who shares knowledge, reviews solutions and helps raise engineering quality across the team

This is a full-time permanent position with a hybrid working arrangement - up to 40% remote work is possible. We expect to hire in one of these cities: Gdańsk or Gdynia, Warsaw, Helsinki, Stockholm or Copenhagen.

Who you are

Site Reliability Engineer (SRE) mindset:

- Builds reliability into services from the start instead of reacting only after issues occur
- Uses monitoring, service-level objectives, and operational data to understand system performance
- Automates repetitive operational work and reduces unnecessary manual effort
- Designs systems to fail safely, recover quickly, and remain manageable in production
- Learns from incidents through root-cause analysis and blameless reviews, turning findings into practical improvements
- Balances delivery speed with stability, security, and responsible risk management

Your background and skills include:

- 7 years of relevant experience in IT operations, site reliability engineering, platform engineering or cloud infrastructure, with a track record of owning complex production environments
- Strong DevOps and operations expertise across support, maintenance, deployment, automation and platform administration
- Deep experience with cloud operations in Google Cloud; knowledge of AWS or Azure is an advantage
- Advanced troubleshooting skills, including the ability to interpret logs, metrics and traces and resolve complex application and infrastructure issues
- Strong practical knowledge of Linux/Unix environments
- Hands-on experience with CI/CD, Docker, Kubernetes, Ansible and Git-based repository management

- Experience designing, integrating or operating AI-enabled solutions, such as generative AI services, agentic workflows or retrieval-augmented generation
- The judgement to make sound technical decisions in a regulated environment, balancing innovation with security, resilience, governance and maintainability
- A lead-by-doing approach: you combine deep technical expertise with hands-on delivery, practical guidance and a willingness to share knowledge
- Clear communication and stakeholder management skills, with fluency in written and spoken English

It would be ideal if you also if you have any of the following:

- Have designed or implemented AI workflows and can demonstrate how you have moved AI use cases from experimentation towards reliable production use
- Have worked in a 24/7 operational environment and are comfortable joining an on-call rotation during normal working hours and, at minimum, one week every two months
- Have led the resolution of complex incidents, including root-cause analysis, change implementation and communication with customers and stakeholders
- Have experience releasing and operating new applications or platform capabilities used by internal or external customers
- Have contributed to technical standards, architecture decisions, code or solution reviews, or mentoring within an engineering community

What we offer

Collaboration. Ownership. Passion. Courage. These are the values that guide us in how we work and how we make decisions – and that we imagine you share with us.

People are driven by many different factors. For some, it's to take their career to the next level. For others, it's to break new ground within their area of expertise – in other words, with us, you will always move forward.

A culture that fosters performance and growth in one of the largest Nordic banks, offering various opportunities to evolve, develop and learn from brilliant colleagues with diverse backgrounds in a vibrant working environment.

Hybrid working model – we believe in the value of bringing people together and at the same time we embrace the freedom of flexibility.

Diversity and inclusion are a natural part of our daily work. We know that an inclusive workplace is a sustainable one. We genuinely believe that our diverse backgrounds, experiences, characteristics and traits make us stronger together. Every day we strive to find new ways to improve diversity and inclusion within our community e.g. we have signed the European Diversity Charters in the countries where we operate to show our commitment and engage with others to continue learning and improving.

If this sounds like you, get in touch!

Next steps

Submit your application in English language no later than 26/10/2026. Please note that we may proceed with suitable candidates during the application period.

We enable dreams and aspirations for a greater good.

We build relationships. We add a personal touch to everything we do – when advising our customers, collaborating with colleagues, and meeting our potential candidates.

We learn and develop. We take pride in being experts and thinking ahead. We use our expertise to meet our customers' needs, from the simplest to the most complex. We bring a growth mindset to our work that enables us to focus on a broader perspective in our daily challenges.

We lead change. We are responsible and aware of the impact of our decisions, both for our customers and for our local and global communities. Mindful of our responsibility towards current and future generations, we have made sustainability an integrated part of our business strategy.

We are Nordea. We have a 200-year history of supporting and growing the Nordic economies and our values are deeply rooted in these open, progressive and collaborative societies. As one of the biggest employers in the Nordics, Poland and Estonia, you have excellent opportunities to evolve, develop and move forward with us. Studies show that members of underrepresented communities don't apply for jobs unless they tick all the qualification boxes. If this is part of why you hesitate to apply, we would like you to reconsider and give it a chance. Maybe your profile fits our needs much better than you think.

Only for candidates in Finland: A security clearance will be performed for the person selected for this position.

Only for candidates in Sweden: For union information, please contact Finansförbundet at finansforbundet@nordea.se or SACO at SacoNordea@nordea.com.

Only for candidates in Poland: Please include permit for processing personal data in CV as following:

In accordance with art. 6 (1) a and b. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) hereinafter 'GDPR'. I agree to have: my personal data, education and employment history proceeded for the purposes of current and future recruitment processes in Nordea Bank Abp.

The administrator of your personal data is: Nordea Bank Abp operating in Poland through its Branch, address: Aleja Edwarda Rydza Śmiglego 20, 93-281 Łodź. Your personal data will be processed for the recruitment processes in Nordea Bank Abp. You have a right to access your personal data, right to rectify and right to delete. Disclosing the personal data in the scope specified by the provisions of Polish Labour Code from 26 June 1974 and executive acts are mandatory. Providing personal data is necessary to conduct the recruitment processes. The request for the deletion of your personal data means resignation from further participation in recruitment processes and causes the immediate removal of your application. Detailed information concerning processing of your personal data can be found at: https://www.nordea.com/en/doc/nordea-privacy-policy-for-applicants.pdf

We reserve the right to reply only to selected applications.

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Ansøgningsfrist
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