



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 two AI Specialist to join our team. Your basic tasks will include supporting the IT environments, cloud platforms, building AI application infrastructure, utilizing AI where possible according to 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 Operation team. We provide automated build and integration. We also support the deliveries with minimum manual overhead for the development teams. You will join a diverse, multi-faceted and passionate team, where you will be playing a key role in helping Nordea transition from Legacy IT own developed platform to Industry standards for DevOps Toolchain using AI. We are moving our web applications to a containerized based architecture, leverage Mirantis Kubernetes and Docker containers. You will work closely with the other members of the team and Application Development team to onboard into our infrastructure, platform and tools. You are also going to build AI-powered application infrastructure and create 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, depending on the location.

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 combine deep hands-on engineering expertise with practical technical guidance and the ability to explain complex platform choices clearly to different stakeholder groups.

Main responsibilities in this role:

- Maintaining and delivering 24/7 support to cloud applications, business critical applications, supporting improvement of standards – On-call duty 24/7
- Observability and operations: Experience with Cloud Logging, Cloud Monitoring, alerting, SLOs, incident response, resilience patterns, cost controls, and production-readiness practices. Ideally especially about Google Cloud
- Participating in implementation of new environments and tools, in this role, we would value that you contribute to the Agentic AI and prompt engineering, RAG, agents and AI workflows
- Understanding the underlying processes with focus on technical issues for the purpose of being able to provide relevant advice and support
- Delivering support to users of environments and tools to ensure effective usage and solutions
- Be responsible for implementation and maintenance of development, test and production platforms to support stable environment and effective high performance solutions
- Making technical decisions based on analysis and knowledge of platforms, environments and software tracks in order to add value

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:

- At least 3 years of experience in IT Operation or infrastructure building and monitoring
- Ops skills in the DevOps operating model – support, maintenance, deployment and administrative tasks
- Experience and knowledge of Google Cloud Operation, AWS, AZURE operations
- Ability to interpret and troubleshoot application issues using log messages
- Practical knowledge of Linux/Unix
- General understanding of CI/CD, docker, Kubernetes, ansible, Git repository management
- Fluent in English, both written and spoken
- Lead by doing: You combine deep technical expertise with hands-on delivery, practical guidance, and the ability to raise engineering quality across the team
- Stay ahead of the curve: You have a genuine interest in AI platforms, generative AI, and agentic workflows, and you know how to adopt new capabilities pragmatically and safely

It would be ideal if you also:

- Experience working with AI and creation of AI Workflows
- Previous experience (ability) to work in 24/7 environment – normal business hours 8-16 plus on call duty, minimum one week per two month
- Ability to resolve variety of issues reported by customers via Incident or Jira tickets, Root cause analysis, deployment of change requests
- Experience releasing new applications to platforms customers use

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 will proceed with 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 finansforbundet@nordea.se or 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 Śmigłego 20, 93-281 Łódź. 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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