



Technical Specialist to Traffic & Operational Excellence team in DK

We are looking for a skilled and motivated technical specialist to support the smooth operation of our Customer Service.

This is an opportunity for you to develop and maintain critical systems and tasks that support excellent customer experience. This is also an opportunity for you to join highly skilled professionals who are working in a fast paced environment.

About our team

Meet Traffic and Operational Excellence team in customer service. We are responsible for the end-to-end daily operations of the contact center, including workforce management, technical platforms, data and reporting, as well as the day-to-day Traffic Tower operations. Our team plays a crucial role in maintaining and developing the technical infrastructure of Nordea's customer service. We work closely with various stakeholders to ensure high-quality and uninterrupted service. In 2027 we will migrate to a new platform, Genesys Cloud, and our team are responsible for securing a smooth transition.

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.

What you'll be doing:

- You will work from our office in Taastrup (Hermes Hus).

Main responsibilities in this role:

- Maintaining and developing the functionality of Genesys technology and ensuring customer access to services

- Participation in various projects and ensuring quality and successful implementation
- Mapping and proactively communicating the impact of operational and technical changes to advisors

Who you are

We are primarily seeking a colleague with experience within our line of work and who are looking for new challenges. It is important that you are able to prove your ability to learn quickly and perform well under pressure.

Your background and skills include:

- Experience with customer service technical systems – Genesys (Cloud) experience is considered a plus
- Experience with Power BI
- Great general IT skills, incl. understanding of customer service's platform's impact on customer experience and customer service operations
- Fluent in Danish and with English skills (professional level)
- Demonstrated work experience or relevant educational background

This is the right role for you if you:

- Have ability to make the complex easy to understand (great communication skills)
- Self-going team player, able to execute and perform both individually and together with team and stakeholders
- Enjoy participating in relevant forums and projects, and can take responsibility for driving a project forward
- Have the will and capability to work in an changing environment

Considered as a plus:

- Previous work experience in the financial sector or customer service environment
- An interest in the Traffic Tower role and end-to-end workforce management processes, including capacity planning, forecasting, and operational optimization

What we offer

People come here when they want to get somewhere. 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 you recognize yourself in this description, get in touch!

Next steps

Submit your application no later than 10/11/2026. For more information, you're welcome to contact Sara Haarup Wind, Head of Traffic & Operational Excellence, sara.haarup.wind@nordea.dk, +45 41 18 10 23.

The recruitment process consists of the following steps:

- Preliminary CV selection
- Interview with the hiring leader
- Background and referencecheck

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.

Nordea

Taastrup, 2630
Taastrup
www.nordea.dk

Ansøgningsfrist

10. november 2026
Technical Specialist to Traffic & Operational
Excellence team in DK

Kontaktperson

Sara Haarup Wind
[+45 41 18 10 23](tel:+4541181023)
sara.haarup.wind@nordea.dk