



Student Assistant for Major Incident Response Team

Location: Copenhagen (Headquarters)

Are you a passionate and eager learner looking for hands-on operational experience in an international environment? Our Major Incident Response Team, based at our headquarters in Copenhagen, is looking for a dedicated Student Assistant to help keep our business-critical systems running smoothly.

About the job

You will be part of a team of around 30 skilled colleagues across four locations, working together to ensure 24/7 stability and minimize the impact of disruptions on our business. As a Student Assistant, you will work closely with senior team members and gain real-life experience in running incidents, post-mortems, task forces, and other key operational activities. If you are enthusiastic about contributing in a fast-moving, ever-changing environment and want to grow your skills in incident and service operations, we encourage you to apply.

Your Responsibility

In this role, your primary focus will be on supporting our day-to-day operational work:

- Actively follow up on lower-priority incidents and problem tickets to ensure timely progress and resolution.
- Coordinate with resolver teams to remove blockers and keep cases moving within agreed timelines.

- Support internal and external communication during system disruptions, including drafting updates, tracking actions, and helping manage incident calls.
- Work within defined service management processes and tools, ensuring our standards and protocols are followed.
- Assist senior incident managers during live incidents.
- Help streamline and improve operational workflows, contributing ideas that increase efficiency and enhance service resilience.
- Contribute to knowledge sharing within the team, for example by updating runbooks or refining simple guidelines based on your operational experience.

While documentation and knowledge sharing are part of the job, your focus will be on the operational side: tracking, coordinating, communicating, and helping the team keep our services stable.

Your profile

- Currently studying a bachelor's degree or in the first year of a master's programme in IT and/or Economics
- Possess a solid understanding of IT systems and capital markets, equipping you with the knowledge and expertise necessary to contribute meaningfully to our operations
- Demonstrate a strong service-oriented approach and a high ambition to provide exceptional support, consistently striving to deliver the best possible outcomes
- Have proficient communication skills in English (written, verbal, and face-to-face) – enabling you to effectively engage with stakeholders at all levels and foster clear, productive communication within the organisation
- Are recognised as a resilient and adept team player, capable of working proactively and effectively, and contributing to a collaborative and high-performing team environment

Please don't hesitate to apply even if you do not fulfil all the requirements mentioned. You will learn many of those skills when working with us.

We get curious people invested in the world

When you work at Saxo, you become a Saxonian and part of a purpose-driven organisation, where good ideas are always taken seriously, and where you can make a true impact. We are invested in your development, and you can expect a robust career from day one when you join Saxo – no matter which role you take on.

You will join 2,500 other ambitious colleagues across 11 countries and become part of an international organisation. Working in Saxo, you will get to meet colleagues from many different cultures and backgrounds, and you should know that we value diversity and inclusion and see it as a genuine source of strength to drive growth, foster innovation and position us for long-term success.

We encourage an open feedback culture and supportive team environments enabling employees to grow and fulfil their career aspirations.

When you bring passion, curiosity, drive and team spirit, your learning journey will be dynamic and your career opportunities in Saxo will be immense.

At Saxo we don't just offer a job – we offer an opportunity to invest in your future!

How to apply :

Click here to create an account and upload your resume and a short motivation. We look forward to getting to know you better!

Saxo Bank

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Ansøgningsfrist

Løbende jobsamtaler
Student Assistant for Major Incident
Response Team

Kontaktperson

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