



Senior Business Analyst - Customer Capabilities

At Danske Bank, we are executing our “Turn To New Tech” strategy - migrating our stack to cloud-native solutions. One of the most ambitious parts of that journey is replacing a decades-old mainframe archive that holds 44 billion documents and serves hundreds of millions of requests a year. If you thrive on bringing structure to complexity, coordinating across teams, and making sure things actually get done in a fast-moving IT environment - we want to hear from you.

Who are we?

Customer Capabilities is a diverse tribe of 120+ colleagues working in 14 cross functional teams across Denmark, Lithuania, and India. Together, we build robust end to end solutions that power critical banking services for millions of customers and colleagues at Danske Bank—covering core domains such as Fees, Interest, Tax Reporting, and Customer Communication.

We combine strong execution with a people first mindset, taking time to celebrate successes, connect across geographies, and enjoy the small moments that make day to day collaboration great.

You'll join the Cloud Archive squad – a small, growing team of software engineers and a product owner, based in Aarhus. We are building a greenfield archive solution for the bank, gradually replacing the existing archive system that holds billions of documents and serves hundreds of millions of requests yearly. You will help ensure that the work around the new solution stays organised and on track — supporting compliance, cost awareness, and the integration of new features to meet evolving business needs.

What you will be doing

You will join an agile, autonomous squad responsible for building and owning our cloud-based archive solutions – end to end. As a Senior Business Analyst, your role is to keep work flowing: you support the squad by maintaining overview, coordinating across stakeholders, ensuring documentation is in order, resolving issues and driving tasks to completion. You'll work closely with engineers, but your focus is on organisation, communication, and execution — not coding.

- Engage with business stakeholders to clarify requirements and ensure they are documented and actionable
- Support the squad in maintaining a clear, well-structured backlog with well-described stories and priorities
- Coordinate user acceptance testing and ensure outcomes are documented and communicated to stakeholders
- Coordinate with other teams to ensure alignment on dependencies, timelines, and deliverables
- Keep stakeholders informed throughout delivery — following up on questions, sending updates, and answering emails on behalf of the squad.
- Prepare and facilitate workshops, and ensure decisions and actions are captured and followed up
- Handle administrative tasks such as coordinating meetings, updating trackers, maintaining Confluence documentation, and managing the squad's communication channels.
- Maintain an overview of ongoing work, risks, and dependencies, and proactively flag issues.

What we imagine about you

- You take ownership of tasks from idea to completion and ensure that agreements turn into concrete actions.
- You have strong communication skills, and you are comfortable talking to both business and IT stakeholders, clarifying questions, following up on issues, and representing the squad in a professional way.
- You enjoy writing clear documentation, minutes, and overviews in tools like Confluence, and you can translate complex input into simple, understandable text
- You are structured, keep track of many parallel activities, and create overview for the squad
- You are service-minded and thrive in a supporting role where you help the squad succeed by removing friction and enabling progress.
- You spot gaps in processes and communication and take initiative to suggest and implement practical improvements.
- You have solid experience working in an IT environment and understand concepts like user stories, APIs, incidents, and integrations, even if you are not a developer.

Nice-to-haves

- Experience working with cloud technologies and archive systems
- Experience with data governance, GDPR, retention or compliance
- Archive domain knowledge – e.g. document types, metadata and archiving processes
- Experience with migration from legacy to cloud/decommissioning systems
- Experience from the financial services sector or with regulatory compliance requirements.

What makes us interesting?

Danske Bank is a big organisation with many opportunities, and we make sure that you have room to grow personally and professionally - with a wide variety of social gatherings and interest groups. You'll also enjoy:

- High pension, health insurance and dental insurance
- 7 weeks holiday and two paid days off yearly for volunteer work
- A great office and the opportunity to work from home 1-2 days a week.
- Good colleagues and a genuinely collaborative culture

We are in the Danske Bank building at Jægergårdsgade 101b, 8000 Aarhus, close to the train and bus stations and with employer paid parking nearby.

Are you ready for the next step?

We would love to hear from you if this role sounds like your next career move. For questions about the position, please reach out to Thomas Aagaard at thaa@danskebank.dk. We review applications on an ongoing basis and encourage you to apply as soon as possible. Interviews are expected to take place in early September.

Danske Bank

Aarhus, 8000 Aarhus
danskebank.dk

Ansøgningsfrist

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Kontaktperson

Thomas Aagaard
thaa@danskebank.dk