



Job Specification – Tech/WPS Intern



ING is a global bank with a strong European base. Our over 60,000 employees serve around 37 million customers, corporate clients and financial institutions in over 40 countries. Our purpose is to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do.

For our Wholesale Banking clients we provide specialised lending, tailored corporate finance, debt and equity market solutions, sustainable finance solutions, payments & cash management and trade and treasury services.

'Do your thing' is our brand direction and ING's first global tagline. It is how we articulate our purpose and our promise to make banking frictionless to the world. 'do your thing' is not about irresponsible behaviour but about people being free to live the life they want to live, knowing that they will make their world a little better for it.

Job Title:	Intern
Business/Function:	Tech/WPS
Line Manager:	Parmjit Kaul
Core Hours of Work:	Full Time – 9.00 am – 5.00 pm
Duration	9 month paid internship programme running from October 2022 to June 2023
Status:	Temporary
Required start date	September 2024

Job Description

The ING London Internship Programme: A structured programme aimed at university students and recent graduates. The programme will offer first-hand experience of what a career at ING is like by giving you an opportunity to observe and get involved in the day to day running of the business. An internship at ING will allow you to explore your interests and develop your professional skills and capabilities.

Job Responsibilities

The world has changed, and so has our business. We once operated our business 9-5 from our offices, now our colleagues are operating in a truly hybrid manner. Our technology platform has been transformed to facilitate this, and no more so than in the space of our Workplace Service Chapter. The UK & Middle-East Workplace Services Chapter manages our Digital Workplace. This includes our Microsoft Windows PC estate (now predominately laptop based), our collaboration platforms, meeting room technology and supporting infrastructure and our local support organisation including an outsourced local Service Desk. You will work as part of this team, delivering and supporting the technology that our business depends on.

Main Duties and Responsibilities of Role

The role is what you make it, but previous interns have been:

- Supporting our Service Delivery Manager, Product Owner and Customer Journey Expert to ensure our IT and support services are the best they can be, through data analysis and process improvement.
- Working with International IT teams (both internal & external) to assist in troubleshooting, identifying root cause & providing technical support.
- Managing and delivering the implementation of new technology, driving adoption and helping our business realise value from their Digital Workplace.
- Attend daily stand-ups to define your daily and weekly activities along with current issues.

In addition

- Working with the rest of the interns to put together "meet the manager" sessions amongst the managers, networking events and product sessions;
- Actively participate in volunteering opportunities available through ING's charity partnership initiatives;
- Think of ideas for charity events for the London office and take them on and making them happen!

Your Work Environment

ING Wholesale Bank in the UK is a dynamic and challenging environment. The Information Technology department is accountable for IT services consumed not only by the UK but also other ING Wholesale Bank locations. The IT department consists of approximately 90 colleagues plus 3rd parties responsible for a range of services including Application Development and Maintenance, Service Desk and Workplace Services and Infrastructure Management. We operate according to a Scrum Agile delivery process and are passionate about developing our engineering capability to ensure our services are delivered efficiently and securely.

The WPS squad consists of colleagues and vendors responsible for delivering important IT workplace and services to the approx. 1000 users in ING UK Wholesale Bank. We work working in a hybrid model, with 2-3 days per week in the office. We are flexible so please do apply if your personal circumstances require a different working pattern. Our clients are based across all areas of the bank, and you will be working across support areas, back/middle & Front Office with occasional exposure to ING London's busy UK trading Floor.

Career Potential

This role provides an excellent opportunity to gain an introduction to working within the department, with the potential to apply for permanent roles as available.

Who Are We Looking For?

Required Skills

Essential

A recent graduate or looking to do a university placement year.

Must have the right to work in the UK for the whole duration of the proposed internship

Understanding of data analysis

Problem solving skills

Attention to detail

Able to use own initiative

Degree within a Technology subject

Good IT skills in a range of SW packages

Someone who can work well as part of a team as well as own initiative, good time keeper and well organised.

Good communication and interpersonal skills are required both for interaction between team members and customers.

Someone with a professional and confident manner.

Good verbal and written communication skills.

Approachable and friendly.

An organised and details orientated individual.

A team player who has the ability to develop strong relationships with clients, candidates and colleagues.

Someone who will also play a big part in the intern team and represent the department well.

Proactive.

Professionalism.

Ability to execute tasks independently and manage/prioritize workload.

Willingness to learn.

Desirable

Understanding of IT solution lifecycle and methodologies such as Agile

Knowledge of Scripting or Automation (PowerShell, Python)

Knowledge of cloud technologies (Azure, O365, etc)

What Type Of People Are We Looking For

Creating a differentiating experience starts with ING's culture: entrepreneurial, open, collaborative, innovative and energetic. Who we are and how we work are set out in our Orange Code. Our values are the non-negotiable promises we make to the world. The principles we stick to no matter what are: we are honest, we are prudent, and we are responsible. Our behaviours are the commitments we make to each other and the standards by which we measure performance. These behaviours are what set us apart. We are looking for people who apply these behaviours: you take it on and make it happen, you help others to be successful and you are always a step ahead.

With integrity above all, the Orange Code is our manifesto describing the values and behaviours that define us and what it means to be ING.

Click [here](#) to find out further information on this intern programme and how to apply