

Job Title	Development Analyst – Trainee
Type of Contract	Internship
Dept. and Location	Production Services Service Management Porto
Reports to	Department Manager Service Manager

Job Profile

Euronext search for young talents ready to seize the opportunity to develop and to evolve it's IT Service Management platform based on Service-Now solution. Service-Now is one of the key players in low code platform, using a model-driven execution platform approach, where users/developers use visual application creation environment to drive the development activities.

The Development Analyst – Trainee will be in charge of the projects to be developed in Service-now ecosystem, including integrations with third party applications also cloud based.

Currently the portfolio of available projects based in Service-Now are:

- Cloud integration, to collect and monitor AWS components to be used across support and engineering teams;
- Asset management implementation, to control and manage the hardware inventory and configuration, as well as the software license compliancy & cost;
- Governance and Risk Compliancy implementation, to support Risk and Audit process;
- Event & automation management implementation, including Nagios event collection and other monitoring tools.

Key Accountabilities

The key accountabilities of this role are:

- Plan the projects to be implemented;
- Drive the projects, ensuring that the requirements are aligned with the development and the delivery;
- Utilizes best practices for development, conducts thorough testing, analysis, and certification of changes to ServiceNow. Ensures all assigned project tasks required for the implementation of ServiceNow are completed on schedule.

Knowledge, Skills and Experience Required

Skills:

- Project management and organizational skills.
- Excellent verbal, written, and interpersonal communications
- Technology:
 - A good knowledge of: JavaScript, HTML, CSS ,Data Structures, SQL or similar.
 - A good technical understanding of IT infrastructure

Education:

Degree/Master in Maths, Computer Science, Computer Engineering or related technical field or equivalent technical.

Language: English (mandatory)

Core Behaviours

- **Innovating with Purpose:** Innovating with purpose, by fostering an environment of influential action, where we transform inspired ideas into focused solutions. Purposeful innovation isn't just about exchanging great ideas; it's about building a relevant plan-of-action to garner real progress and deliver new opportunities for our clients, and our organization, to succeed.
- **Collaborating Productively:** Collaborating productively, by actively and purposefully working together to leverage our colleagues' unique skills and the collective knowledge of our network. Productive collaboration isn't about transient liaisons within our organization; it's about building meaningful internal connections and extracting workable insights from them to grow our network and global business community.
- **Engaging Clients:** Engaging clients, by collecting and sharing vital information that promotes client understanding and fuels lasting partnerships. Engaging our clients is not about working harder, but about working smarter — making sure our efforts yield useful information that empowers us to meet their needs, grow our relationships, and generate powerful solutions that make Euronext an indispensable partner and drive their businesses forward.
- **Thinking Broadly:** Thinking broadly, by operating beyond what's familiar — blending our specific expertise with global perspectives across business units and geographies to bolster our problem-solving capabilities. Thinking broadly is not just about acknowledging our different perspectives; it's about actively utilizing them to build on our intellectual curiosity and expand our knowledge base. Because the more we know, the more empowered we are to effectively and meaningfully impact our organization and industry.

Core Values

Unity

- We respect and value the people we work with
- We are unified through a common purpose
- We embrace diversity and strive for inclusion

Integrity

- We value transparency, communicate honestly and share information openly
- We act with integrity in everything we do
- We don't hide our mistakes, and we learn from them

Agility

- We act with a sense of urgency and decisiveness
- We are adaptable, responsive and embrace change
- We take smart risks

Energy

- We are positively driven to make a difference and challenge the status quo
- We focus on and encourage personal leadership
- We motivate each other with our ambition

Accountability

- We deliver maximum value to our customers and stakeholders
- We take ownership and are accountable for the outcome
- We reward and celebrate performance

For any further information and to apply, please address your CV + covering letter to pvt_traineeprogram@euronext.com