

Driving decarbonization and digitalization. Together.



IT Junior ServiceNow Analyst (f/m/div)

Job description

Are you passionate about leveraging technology to streamline HR processes and create value for global customers? Do you thrive in an agile environment, collaborating closely with IT and HR counterparts to analyze requirements and propose innovative solutions? If so, we invite you to join us as an IT Junior ServiceNow Analyst. In this role, you will play a crucial part in driving the digital transformation of HR services within the ServiceNow platform, consulting with global HR stakeholders, and leading the technical implementation process. Don't miss this opportunity to be part of a dynamic team dedicated to delivering impactful change. Apply now and take the next step in your career journey with us!

As an IT Junior ServiceNow Analyst, you will work in an agile global team that aims to create maximum value for our customers through the automatization and digitalization of HR processes, services, and workflows in ServiceNow.

In your new role, you will:

- **Collaborate with IT and HR counterparts** in an agile way to **analyze requirements** in detail, as well as **research and propose technical solutions in ServiceNow**;
- **Consult global HR stakeholders** in their problem statements, conduct feasibility checks, and provide guidance in requirement definition;
- **Create and estimate user stories, drive technical implementation in ServiceNow, conduct testing, and manage deployment and support** during the hypercare phase.

Profile

You naturally thrive as a team player, possessing great communication skills that foster lasting relationships with stakeholders and facilitate knowledge sharing among team members. You are pragmatic and enthusiastic about expanding your knowledge and skills within the ServiceNow environment. You make customer satisfaction a top priority, ensuring that our solutions address our customers' needs. Furthermore, your high-quality work standards and strong analytical skills guarantee attention to detail.

You are best equipped for this task if you have:

- **A degree in Business Administration, Computer Science or Information Technology**, or equivalent field of studies;
- **Relevant experience within an IT department**, ideally in an international environment;

At a glance

Location: **Porto (Maia) (Portugal)**
Job ID: **HRC0752107**
Start date: **Jun 01, 2024**
Entry level: **0-1 year**
Type: **Full time**
Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **HRC0752107**
www.infineon.com/jobs



Contact

Luis Oliveira
Recruiter



- High technical **affinity and experience with HR tools**;
- **Experience with HR digitalization** (processes, services, workflows) **in ServiceNow** or similar software, mainly no/low-coding effort – relevant certifications are a plus;
- Strong **analytical skills** and structured way of working;
- **Fluency in English**.

Please send us your CV in English.

Benefits

- **Porto (Maia):** Coaching, mentoring, networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Hybrid work model; Discount at on-site gym; Sabbatical; Birthday off; Medical coverage; Free parking available; Health promotion programs; Private insurance offers; Access for wheelchairs; Possibility to work remotely from abroad (EU); On-site canteen available; Service anniversary bonus; Wage payment in case of sick leave; Annual performance bonus

Why Us

Driving decarbonization and digitalization. Together.

Infineon designs, develops, manufactures, and markets a broad range of semiconductors and semiconductor-based solutions, focusing on key markets in the automotive, industrial, and consumer sectors. Its products range from standard components to special components for digital, analog, and mixed-signal applications to customer-specific solutions together with the appropriate software.

- Feel welcome at Infineon Shared Service Center in Porto! -

Our multifunctional business model is focused on high-quality services through operational excellence with engaged people. We are recognized globally at Infineon as a valuable business partner.

These are the main business services on our site: Finance, Procurement, Human Resources, Cyber Security, Robotic Process Automation, IT, Audit, Legal, Compliance, and Business Continuity among other areas that consolidate us as a high-quality partner.

You will find a very open and approachable working culture at Infineon Porto, focused on promoting our people's engagement and well-being at work.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant's experience and skills.

We look forward to receiving your resume, even if you do not entirely meet all the requirements of the job posting.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

