

Gen AI Senior Integration Specialist

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Company: HSBC Service Delivery (Polska) Sp. z o.o.

Location: Kraków

Category: business-and-financial-operations

Gen AI Senior Integration Specialist

Miejsce pracy: Kraków

Technologies we use

Expected

Microsoft Azure

Python

Java

Node.js

Optional

Angular

React

About the project

Are you passionate about cutting-edge technologies and driving innovation? Are you excited about the prospect of elevating customer experience to a completely new level in the banking industry? We're on the lookout for a dynamic Integration Specialist / Process Engineer to join our team and play a pivotal role in shaping our Gen AI ambition. You will have the unique opportunity to develop and deploy advanced Generative AI (GenAI) solutions, contributing to

HSBC's digital transformation and positioning it at the forefront of AI-driven banking solutions. You will be supporting over 10k frontline employees, across 50+ markets and two of HSBC's largest divisions, making a real impact on the future of banking.

Your responsibilities

Collaborate with stakeholders and development teams to define the requirements and specifications for integrating GenAI solutions into new and existing banking applications.

Develop APIs, microservices, and other integration layers to facilitate seamless communication between GenAI models and frontend applications.

Ensure the scalability, reliability, and performance of the integrated GenAI solutions, optimizing software architecture and implementing best practices.

Conduct thorough testing and debugging of integrated systems to identify and resolve any issues or inconsistencies.

Work closely with UI/UX designers to implement user interfaces that interact with GenAI models and provide an intuitive user experience.

Collaborate with DevOps to streamline the deployment and release management processes for integrated GenAI solutions.

Document the integration process, including system architecture, data flows, APIs, and dependencies, to ensure proper knowledge transfer and future maintenance.

Provide technical support and guidance to cross-functional teams during the integration and implementation phases, addressing any challenges or technical roadblocks.

Demonstrate the ability to work independently and take ownership of tasks, while also supporting junior team members, ensuring timely high-quality delivery.

Establish and maintain strong relationships with internal and external partners, fostering a collaborative environment that encourages knowledge sharing and drives product success.

Our requirements

Track record of implementing GenAI solutions in strictly regulated organizations.

Familiarity with cloud-based AI platforms, especially Microsoft Azure.

Strong proficiency in software development with expertise in backend technologies, frameworks, and languages, such as Python, Java, or Node.js.

Experience in designing and developing scalable, robust, and secure software systems preferably in the banking or finance industry.

Knowledge of software integration patterns and experience in integrating complex systems, including APIs, microservices, and third-party libraries.

Understanding of software development methodologies and best practices including version control (e.g., Git), code reviews, and testing frameworks.

Familiarity with frontend development frameworks and technologies (e.g. Angular, React) to facilitate the integration of GenAI models with user interfaces.

Proficiency in working with databases and data storage technologies to manage data used by GenAI models.

Understanding of DevOps principals and experience working in environments with continuous integration and deployment (CI/CD) pipelines.

Strong problem-solving and analytical skills, with the ability to troubleshoot and resolve software integration issues.

Excellent communication and collaboration skills to effectively work with cross-functional teams and stakeholders.

Comfortable working in a business environment with direct line of communication to the business stakeholders.

Result oriented team player who can foster strong and collaborative partnerships with key stakeholders.

What we offer

Competitive salary.

Annual performance-based bonus.

Additional bonuses for recognition awards.

Multisport card.

Private medical care.

Life insurance.

One-time reimbursement of home office set-up (up to 800 PLN).

Corporate parties & events.

CSR initiatives.

Nursery discounts.

Financial support with trainings and education.

Social fund.

Flexible working hours.

Free parking.

Benefits

sharing the costs of sports activities

private medical care

sharing the costs of professional training & courses

life insurance

flexible working time

integration events

corporate sports team

doctor's duty hours in the office

retirement pension plan

corporate library

no dress code

video games at work

coffee / tea

parking space for employees

leisure zone

extra social benefits

employee referral program

opportunity to obtain permits and licenses

charity initiatives

family picnics

extra leave

Recruitment stages

Online assessment

Phone interview

Job interview

Welcome to HSBC!

HSBC Service Delivery (Polska) Sp. z o.o.

HSBC is one of the world's largest banking and financial services organisations. Our global businesses serve more than 40 million customers worldwide through a network that covers 63 countries and territories.

HSBC Service Delivery (Polska) Sp. z o.o. is HSBC's global finance, operations, risk and technology centre. We use our unique expertise and capabilities to provide specialised services – our people range from technologists transforming the banking experience to operations professionals managing 1.7 trillion payments a year.

Our Purpose – Opening up a world of opportunity – explains why we exist. We are bringing together the people, ideas and capital that nurture progress and growth, helping to create a better world – for our customers, our people, our investors, our communities and the planet we all share.

Thank you for interest in HSBC..Before you apply, please note that we will take into the consideration only applications that include the following statement:“I hereby declare that I have familiarised myself with the Privacy Statement for Applicants published at <http://www.about.hsbc.pl/careers> and I give my consent to use my personal data included in my application for the purposes of recruitment in HSBC Service Delivery (Polska) Sp. z o. o. according to the rules described in the Privacy Statement for Applicants, as per the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR).”.Due to the high number of applications, we reserve the right to contact selected candidates only..In case you would like to resign from participation in the recruitment process or withdraw previously sent application, please email us at: krakow.recruitment@hsbc.com.

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