

Meet your future colleagues - IT profiles



Marco Bragioni - 7Shield H2020 – DIAS Base Operation

I am Marco, an IT security and network specialist based in Italy. As part of my role at Serco I am currently supporting exciting projects commissioned by the European Union in the field of aerospace. Since I started working a few years ago, I had the opportunity to work for different companies and to experience a wide range of corporate environments.

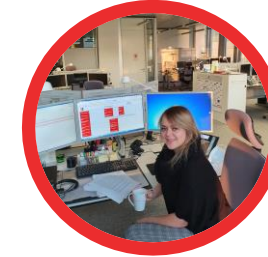
I have joined Serco a year ago and I look forward to many more years working for this company: Here, I feel we are being supported in developing our skills and competences, with a strong focus on employee engagement, wellbeing and on the communication between colleagues. I have the opportunity to expand my knowledge every day, as I am supported by a team of excellent IT experts with whom I collaborate on the latest cloud-based solutions, creation and management of IaaS infrastructures, application of best practices in the field of IT security. The missions I am currently assigned to consist in using new technologies to offer scientific service to people which have a strong impact on society. It is very satisfactory to evolve in such an environment when you are working as a technician like me and want to add an ethical and social perspective to your job and career.



Team leader for managed services at the European Central Bank,

5 years ago, I emigrated from Russia, and started working for Serco. I joined the team of Serco IT systems engineers at the ECB, Frankfurt, Germany. My positive experience with this job is not only related to my fast promotion within the team, but from the very beginning, the people, the corporate culture, the working conditions and the team spirit has been so positive from what I have seen before.

Our work is very important. We support the ECB and help maintain stability in the euro zone, through our support to their core IT applications which the ECB uses to implement and publish its monetary policy and banknote services. For example when updates are published to the official Euro rates on the ECB website, it is our application that provides data for it, or if somebody reports a suspicious banknote, it is our service that the policy will use to check its validity. We stay on the technical side of this process, away from the mainstream economic discussions and decisions, and feel ourselves as a part of one big family contributing to a public well-being, involved at the very core of its work. As such, the latest troubles caused by COVID-19, has meant that we continue to support the ECB meet their objectives, from the very start of the pandemic.



**Nadja Breit
FM supervisor at ECB FM**

My name is Nadja, I am a Serco employee working as a FM Service Desk Supervisor at the European Central Bank (ECB) in Frankfurt, Germany. We are the first point of contact for any citizen trying to reach the ECB via phone. We also submit tickets for any issues arising in one of the three ECB buildings in Frankfurt. One of our main duties is to book meetings and conferences for employees and external visitors from all over the world and ensure they receive first class services. I think Serco is a great place to work, it is a truly international company and you always feel supported. When I moved back to Germany two years ago, I looked for international jobs because I love to work with people from different backgrounds, culture and life stories. With Serco, I have had the opportunity to grow very quickly. I was recently invited to join the Serco Grow Programme which is an amazing opportunity to grow within the company and see my professional perspectives broadening. Even if my mission or the contract I am assigned to had to change, I am convinced I would like to stay with Serco.