

Bitcoin Suisse is the Swiss crypto-native pioneer and trusted gateway to crypto asset investing. As the leading crypto financial service provider in Switzerland, we operate across the most relevant crypto exchanges and provide brokerage, custody, staking and other crypto-related services at the forefront of technical innovation. We are as dedicated to our clients as we are passionate about cryptocurrencies and the underlying blockchain technology. We make things happen and have helped to shape the crypto and blockchain ecosystem in Switzerland as a driving force in the development of the 'Crypto Valley'. Bitcoin Suisse is headquartered in Zug with offices in Copenhagen, Vaduz and Bratislava and targets (ultra-) high-net-worth private individuals and institutional clients.

AI Transformation Engineer

About the Role:

We are not looking for someone to automate today's processes. We are looking for someone to redesign how work gets done.

You will partner directly with business stakeholders across Operations, Compliance, Legal, Risk, Client Services, Finance and Corporate Functions to challenge existing processes and redesign them from the ground up using AI, automation and modern digital capabilities.

Rather than asking how a process can be improved by 20%, you will ask whether the process should exist in its current form at all.

You will identify opportunities to eliminate manual work, augment human decision making, introduce AI-powered workflows, and help define the future operating model of Bitcoin Suisse.

You will have the following responsibilities:

- Partner with business stakeholders to understand, challenge and redesign end-to-end business processes
- Identify opportunities to eliminate manual work through AI, automation and process simplification
- Design future-state processes and operating models that leverage AI-first ways of working
- Translate business challenges into practical AI and automation solutions
- Lead workshops and discovery sessions to identify high-value transformation opportunities
- Define business requirements and collaborate with technical teams on implementation
- Drive adoption of new processes and ensure measurable business outcomes
- Continuously identify new AI use cases across the organization

What you bring along:

Required Skills & Qualifications

- Proven track record in business process engineering, transformation or operational excellence
- Experience fundamentally redesigning processes rather than incrementally optimizing them
- Demonstrated success delivering AI or automation initiatives with measurable business impact
- Strong analytical, problem-solving and stakeholder management skills
- Ability to bridge the gap between business and technology teams
- Excellent communication and workshop facilitation skills
- Self-driven, pragmatic and comfortable operating in ambiguity

Preferred Qualifications

- Hands-on experience with Microsoft AI technologies including Azure AI Foundry, Copilot Studio and Azure AI Search
- Experience with Power Automate, Microsoft 365, SharePoint and Microsoft Entra ID
- Understanding of AI agents, RAG, knowledge bases and workflow orchestration
- Experience working in financial services, fintech, banking or other regulated industries
- Bachelor's or Master's degree in Business, Engineering, Information Systems, Computer Science or a related field

- Relevant Microsoft, Power Platform or process engineering certifications are a plus

What we offer:

- **Expertise:** Work with crypto native experts
- **Culture:** Positive and supportive team culture that relies on common goals, ambitions and values
- **Activities:** Regular team events and activities
- **Ownership:** High level of autonomy and responsibility
- **Fitness:** Multisport Card
- **Location:** Office location in the new Bratislava downtown (Jurkovičova tepláreň)
- **Home Office**
- **Workation:** Enjoy the flexibility of working across designated EU countries, with up to 20 days a year to combine work and travel

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