IBM

Interim project in IBM Global Service Delivery Centre Czech Republic

THE COMPANY

IBM is the leading company in IT services and consulting with over 80 years of experience in innovations that change our world. The main line of business of IBM Czech Republic is the sale of a wide spectrum of IT technologies, from Data Storage servers and systems to software and IT services, including consultancy.

Integral parts of IBM strategy are Corporate Social Responsibility programs, designed to address specific social and environmental needs. In terms of revenues, breadth of product offering and number of employees, IBM's position in the Czech environment equals its position worldwide.

IBM Delivery Center Czech Republic

The Delivery Center Brno together with other Delivery Centers are part of ITDelivery organization. Located in the Czech Republic, Brno, the city with several universities of technical alignment, and also a place strategically located in the middle of Europe, Delivery Center Brno quickly achieved its multinational character with employees of more than 70 different nationalities.

What we do

Service and Project Management, Delivery Center: End-to-end service management, change and problem management.

Server Systems Operation, Operations & Support: Server installation, support, monitoring and maintenance.

Network Interconnection, Operations & Support: Implementation, support and maintenance of networks and network devices.

End User Services, Helpdesk & Back office: Helpdesk provision, break/fix, user administration. Dispatch: On-site client support hardware and software.

Infrastructure System, Inventory & Asset Management: Control of hardware & software assignment.

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Improvement in Efficiency of Service Delivery Project

You will work on the position of Project Administrator in the area of Project Management, Process SME. The expected outcome of your work will be a proposal of process improvement or an implementation of new process.

Open positions in Spring 2011 and recommended skills

Please note that the topics can be modified according to your specifications in the interview with managers.

- Application Developer - Web application developer; skills in Java/Java EE or PHP, SQL, optional - XML, Web Services, JavaScript is advantage.

- SMTP administrator - Unix administration for SMTP; basic IT knowledge.

- Consolidation of Service Delivery Compliance Documentation for DCA teams, Subsystems Wiki project - Lotus script or JAVA script skills; 2 positions.

- other positions – Application hosting, Service mgt, Customer technical support.

Skills required in general

- IT skills
- advanced level of written and oral English
- Lotus Notes basic skills
- advanced knowledge of MS office (MS Excel, MS Word, MS Access)
- skills: communication, problem determination, analysis, teamwork
- proactive approach

What we offer

- hands-on experience and know-how in a large multinational company
- individual support from your mentor
- communication in English
- training in soft skills, technical skills
- great opportunity for networking, possible further cooperation with IBM

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