

The IBM Delivery Center Central Europe – Brno is one of the biggest and most diverse IBM centers of its kind worldwide. Its core activities focus on providing strategic outsourcing services – remote server and application support, networking services and end customer support.

Internship program
Sep 2011 – Feb 2012

Your CV and motivation letter in English is to be sent to Ivona Balazova
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by 31 Aug, 2011

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Client Satisfaction Tracking Tool Project

Service Delivery Quality Management

Character of the project

business

Description of the project

As a part of the Business review meeting the main aim is to analyze business requirement, design, lead and develop a localized version of satisfaction feedback tool (must be web based) with fully automated workflow (feedback assignment, action plan tracking, etc). Currently there is no local tool existing, Customer Satisfaction Survey Results PAN-IOT tool is in usage.

Work activities

- student would have a complete responsibility over the project management and development of application
- based on basic requirements to build up the architecture and the required functionality
- develop the tool

Skills required

- project management (junior)
- proactive approach
- good level of English
- skills: communication, problem determination, analysis, teamwork
- advanced knowledge of MS office
- JAVA, AJAX, PHP, web programmer abilities
- ISO 20K overview and ITIL V3 is a plus

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
- great opportunity for networking, possible further cooperation with IBM