

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.

## Windows Server Administrator

### Character of the project

business (five months)

### Description of the project

Rebuild of the technical documentation for the second and third level (last level) Windows server troubleshooting team - building the portal consolidating the technical working instructions (knowledgebase) as well as the portal describing client specifics.

Student will benefit from this activity by gaining very good technical overview of Windows server management (both hardware and software). Also student will learn about how the strategic outsourcing is being performed on the broad scope (thousands of servers) and how the technical problems are being solved (cooperation with Windows server technicians).

### Work activities

- ✓ rebuilding the current documentation with specifics of the client and servers and the technical instructions developed by the IBM Windows last level support.
- ✓ close cooperation with third level (last level) Windows server technicians by consolidating new technical instruction. Example: consolidating technical, connection and access procedures to allow quick navigation to information necessary for efficient correction problems on systems.

### Compensation

non-paid position

Internship program  
Mar – Jul 2012

Your CV and motivation letter in English is to be sent to Ivona Balazova  
balazova\_ivona@cz.ibm.com  
**by 20 Feb, 2012**

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### Skills required

- general knowledge of IT, especially Windows systems and at least basics of networking
- experience with server systems welcome
- good written English
- responsibility
- reliability
- structured 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
- great opportunity for networking, possible further cooperation with IBM