



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.

## Quality Assistant

*for Network Integration teams, 2nd level and 3rd level*

### Character of the project

business (five months)

### Description of the project

Network services 2nd and 3rd level teams seek for a candidate who will help us improve the quality and effectivity of delivery. Measurement of success is visible increase in quality delivered by our teams.

### Work activities

- ✓ participates on analysis of quality delivered by production teams
- ✓ measures KPIs (key performance indicators) and metrics
- ✓ reports to management deviations found
- ✓ addresses issues and tracks action plans and progress
- ✓ interlocks with technical team, quality team and service management team

### Compensation

non-paid position

### Skills required

- working knowledge of MS Excel 2003 (Pivot tables, graphs, formulas)
- basic understanding of network and its elements
- English written/spoken
- personal responsibility and drive to achieve

### 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

Internship program  
Sep – Feb 2012

Your CV and motivation letter in English is to be sent to Ivona Balazova  
balazova\_ivona@cz.ibm.com  
**by Sep 3, 2012**

Ivona Balazova  
Program Coordinator  
balazova\_ivona@cz.ibm.com

Stanislav Michelfeit  
Program Manager  
stanislav\_michelfeit@cz.ibm.com

IBM GSDC Czech Republic  
Technicka 21  
616 00 BRNO

[ibm.com/start/cz/brno](http://ibm.com/start/cz/brno)