

Get real work experience!

IBM Internship Program 2013

The IBM Delivery Centre team in Brno makes it possible for you to take part in interesting IT projects within The Internship Program. This program is available from March – June 2013.

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

Quality Assistant for Network Integration team

You will have the opportunity to become part of Network support team (2nd and 3rd level) and help us improve the quality and effectiveness of service delivery. Measurement of success is visible in increase of quality delivered by our teams (tracked by key performance indicators).

Description of roles:

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

Skills required:

- Web portal design and programming
- SQL database and Office data processing

You will have the opportunity to:

- get hands-on experience in an **IT leading global company**
- **meet the TOP IT experts in the world**
- have individual support from **your own mentor**
- improve your English skills
- attend **internal IBM trainings**
- meet people from all over the world
- **network**
- **have further cooperation with IBM**

Working hours are flexible, ideally 20 - 30 hrs per week. Detailed description of internship will be given at the interview.

Those interested should send us a CV and motivation letter in English to **lenka.dadova@cz.ibm.com** by Friday **February 8, 2013**. Should you have any questions, feel free to write to us.

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