

Get real work experience!

IBM Internship Program 2014



IBM Delivery Centre CE team in Brno makes it possible for you to take part in interesting projects within The Internship Program. This program is available from February 2014 – June 2014.

IBM Delivery Centre CE 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.

Service Project Coordinator

You will be responsible for coordination of several projects:

1. Process re-validation in helpdesk team with focus on increasing of efficiency.
2. Networking/Asset management - tracking and ensuring the small order tickets - supporting Wifi installation/tracking (requires basic/mid technical knowledge)
3. Service Level Agreement (SLA) - support service delivery manager to identify risks, possible defects in processes. Connected with point one.

Description of roles:

- Service coordination.
- Re-validate current processes and document new one
- Implementation of improvements
- Gathering requirements and implement them in excel
- Communicate with team

Skills required:

- Analytical thinking, Process orientation
- Excel(office) – high level (Macros, VBA scripting)
- Technical skill(IT)
- English(speak,write)
- Communication(diplomacy)
- Ability to learn fast
- German(nice to have) - any level - not mandatory

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**

Detailed description of the internship position will be given at the interview.

If you are interested, send us your CV and motivation letter in English to Markosova_lvana@cz.ibm.com by Monday **January 6, 2014**. Should you have any questions, feel free to write to us.

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