



6 Month IT Support Internship

ALFIT2906

PLEASE READ CAREFULLY BEFORE CONTINUING.

ESPA or European Student Placement Agency is a recruitment agency whose goal is to find high quality internships for European students in the UK. We work closely with our host companies to ensure the positions provide students with a great experience, both professional and personal.

REQUIREMENTS: ESPA vacancies are open to all EU passport holders able to travel to the UK for an educational work placement, without the need for visa documents. You have to still be a student or have graduated in the last 12 months. Any student who is unsure of their visa situation should check with their university before applying.

BENEFITS: ESPA is free for students. Accommodation, utility bills, TV Licence, Internet Access and UK commuter travel to the place of work will be paid for by the host company. This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 600-700€ per month.**

There is no salary over and above the benefits offered, unless specifically stated.

To know more, please visit: www.espauk.com

The Host Company

This company provides modern software built on open-standards that unlocks the power of business-critical content. With control that IT demands and simplicity that end users love, this company's open source technology enables global organisations to collaborate more effectively across cloud, mobile, hybrid and on-premise environments. Innovating at the intersection of content, collaboration and business process, this organisation manages over seven billion documents for more than 1,800 customers in 212 countries, supporting 11 million users in their daily work.

Role

The host company is looking for an IT Support Intern to join their busy Operations team working from their Maidenhead, Berkshire office. As we are rapidly expanding this individual will be an **integral part of the Operations team and is responsible for assisting with Desktop and Network support internally**. The ideal candidate will have an interest in all things technical and will have or be currently studying for a mathematical or Computer related degree. They will work closely with the IT Support Engineer in Maidenhead.

Duration

6 months

Location

Maidenhead is a large affluent town and stunning area in the Royal Borough of Windsor and Maidenhead, in Berkshire, England. It lies south of the River Thames (although at Maidenhead the river runs north-south so the town is in fact on its west bank). Maidenhead is 25.7 miles (41.4 km) west of Charing Cross in London (40 min by train to central London).

Languages

Fluent in written and spoken English.

Start date

As soon as possible

Tasks

- Responsible for logging, monitoring, closing and managing tickets in the Service Desk.
- To provide a consistent, reliable and high quality service to all staff both in the UK and in Europe.
- Active directory administration, setting up domain users and email.
- Adding new users to current IT system and setting up appropriate security groups for them.
- Resolve any general IT issues within the company.
- Maintain and support internal telephone systems, printers and network.
- Desktop OS software and hardware installation.
- Managing software licensing and provisioning.
- Working both under own initiative and as part of a team to troubleshoot IT issues through our helpdesk system and directly with employees.
- Set-up, configure and install computer equipment providing basic training where necessary.
- To provide user administration – password resets, new users, deleting old users.
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract.
- Assist in the deployment of new hardware and software.
- Maintain accurate asset management records by barcoding and scanning equipment on issue, move or decommission.
- To ensure that internal procedures are followed whilst working to continuously improve the procedures and practices of the team.

Personal Skills

- BS, MS, or PhD program related to computing, science or mathematical
- Experience conducting user research is a plus
- Outstanding communication, organization, time management, and interpersonal skills with the ability to evangelize user research across teams
- Strong analytical skills
- Clear evidence of attention to detail and multi-tasking
- Solid knowledge of design principles
- A "can-do!" approach to a wide and rapidly changing workload

Skills the host company would expect the Intern to gain

- Build/setup on a range of laptop hardware and operating systems
- Active Directory
- JIRA issue and ticket management system
- Oomnitza hardware asset management system
- Microsoft office
- A range of bespoke software including Alfresco document management
- Interpersonal skills
- Handling difficult (internal) customers
- Supplier relationships
- Prioritisation and multi-tasking
- Team working
- Communication

How to apply

STEP 1) Please, register with us at <http://www.espauk.com/students/register-with-us>

STEP 2) Please, send an email to madeline@espauk.com with the reference code **ALFIT2906** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

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