



Apply here

Start date

As soon as possible

Duration

6 months

Languages

Native French OR Italian OR German Speaker with good spoken and written English levels are required (B2 onwards)

Location

Cwmbran, South Wales

Cwmbran sits between Newport and Cardiff and is a bustling industrial, commercial and retail centre that continues to rapidly grow and develop. It is within striking distance of famously beautiful countryside making this a place for exploring too.

Are you eligible?

Are you a registered student?
Or

Are you eligible to participate in the Erasmus+ programme?

Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

Role

The intern will be the first point of contact for a leading cloud services company whose customer are experiencing technical issues with their product.

The role takes responsibility for handling the service contacts in a timely, courteous and professional manner, and managing the issues through to resolution. After training the intern will be a source of expert advice and information for customers and internal users alike and responsible for ensuring customer satisfaction when dealing with the Technical Assistance Centre.

Tasks

- Handle issues raised on email, by phone or through ticketing system
- Troubleshoot system and network problems, diagnose and solve faults
- Prioritise issues and log on to system
- Take ownership of fulfilling a communications plan with customers
- Arrange for hardware replacements as necessary including liaison with 3rd parties to complete service restoration
- Provide overflow support to Solution Engineering for project tasks as required
- Management of Cloud Services lab to ensure that all deployed functionality is tested in a lab environment
- Establish a good working relationship with customers, vendors and other suppliers
- Testing and evaluating new technology appropriate for the company's Cloud Services.

Desired Skills

- IT skills appropriate to Cloud Services, i.e. Microsoft Office, Linux, portal use
- Knowledge of IP networking, IP telephony, fault finding and troubleshooting skills
- Ability to learn new products as required within Cloud Services (e.g. BroadCloud, Dubber, Lifesize)
- Excellent oral and written communication skills
- Energetic customer focus

The Host Company

The company is a multi-awards winning systems integrator to support Service Providers launch innovative Cloud Telephony services via the deployment of various products to create a single, integrated and centralised platform. Thanks to their exceptional reputation in the Unified Communications across Europe, they double the size of their business within 2 years. They have a clear focus on innovation with the objective to become the leading Unified Communications technology enabler in Europe.