



Oferta pracy

Nr referencyjny: 4712/18/Pb

Nazwa firmy: IBM Client Innovation Center

Opis: Are you passionate about developing your skills and building your career with a world leader? Then join IBM's Global Delivery Center in Wrocław. Be part of a multicultural team that helps our clients to transform how their IT services are delivered. From the first day you join us, you can look forward to the support you need to make a real impact. Grow your expertise through a range of tailored training and development opportunities. Discover a friendly team-focused environment with an open and collaborative culture. Shape your future by joining a global team that has driven client success for more than 100 years.

Stanowisko: **Praktykant**

Kategoria stanowiska pracy: IT

Lokalizacja: Polska, dolnośląskie, Wrocław

Typ pracy: praktyka bezpłatna

Rodzaj umowy: porozumienie w sprawie praktyk studenckich

Obowiązki: Your responsibilities depend on the department you're assigned to and include but are not limited to:

- Participating in customer's meetings
- Active participation in team meetings and preparing documentation
- Taking part in technical incidents solving
- Database Management Systems monitoring
- Administrative support of the team/business unit

During summer edition you can have a chance to join one of below teams:

1. Technical Support Team (providing best support through the timely resolution of incidents, ensuring case documentation is complete, installation and configuration computers for new hires, maintaining service for network printers, assistance for preparing IT Education)
2. Service Management (creating and maintaining Configuration Item Artifact Repository for an account, working with the security SMEs and Account Team, ensuring implementation and support day to day execution of the processes, providing CAR procedure and tool first level support to resources supporting the Account)
3. HR Administration (supporting HR department, reports generating, documentation handling and preparation, contact with employees, managing email queries and personnel files, other HR-related tasks)
4. Finance (supporting with analytical duties at the month-end, supporting "Archive" project, supporting the quarterly forecasting and budget process, perform any ad hoc tasks and projects)
5. Command Center (cooperation with group of IT Specialists, learning analytical thinking, quickly solve system and administrative problems)
6. Compliance Team (analyzing & comparing compliance data, reports preparation based on received data, collecting compliance data from IT specialists, closing & extending patches based on received data)
7. Problem Management (co-ordinating with relevant support groups to ensure root cause is identified and rectified for all problems, preparing formal Major Incident and general Root Cause Analysis Reports and driving corrective actions to closure, providing pro-active problem management by analyzing problem trends, performing statistical analysis of major incidents)
8. Recovery Finance Team (learning about corporate activities and services, learning how the Finance Recovery Center works, learning analytical thinking)
9. Resiliency Services - PM (tracking project progress and create reports, helping to build team community/documentation, providing project support, creating project documentation and project team communications)
10. Service Desk (supporting an English/ German speaking customers, providing first line support, supporting the quality lead with performing quality checks of calls made by the agents and/or supporting one of the teams with a knowledge management project, getting a good overview of the work being performed on the service desk and the teams they cooperate with)
11. Support Security Health Check Administration (opening, tracking issues in accordance with IBM policies, resolving issues impacting clients)
12. Transition Department (learning the basic knowledge of the project management, learning how the work with processes in the large organization is arranged, learning how to build effective communication in multicultural environment)
13. IBM Security (working with LotusNotes, Red Hat Linux Enterprise, QRadar SIEM, ArcSight ESM, BMC Remedy, IBM Maximo, multiple collaboration tools, working in multicultural, international environment, supporting complex Development of Security Operations Center (DoSOC) project, developing knowledge and experience in the new attractive areas such: Security Information and Events Management, SIEM system usage and administration, Security Incidents Response, Threats and Vulnerabilities Analysis)

Please remember to choose preferred team and mark it on your resume!

Wymagania:**Języki:**

- angielski - C1 - zaawansowany

- Dodatkowe wymagania:**
- Good knowledge of English
 - Willingness to develop yourself in international environment
 - Communication skills
 - Open - minded
 - Team player
 - MS Excel skills
 - Analytical and problem solving skills
 - Self-motivation

- Warunki pracy:**
- Taking part in interesting projects
 - Working with great professionals
 - Real possibility to gain practical experience
 - Access to IBM's training materials
 - Flexible working hours (working time: 2-3 days a week)

Typ aplikacji: CV

Kontakt: e-mail: marta.leja@pl.ibm.com

Komentarz: <https://krb-sjobs.brassring.com/TGWebHost/jobdetails.aspx?partnerid=26059&siteid=5016&AReq=147954BR>

Data oferty: 14-05-2018

Data ważności: 30-06-2018