



12 Month Service Engineer Internship

PATSE1103

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 and recent graduates in the UK. We work closely with our host companies to ensure the positions provide the candidates 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: All ESPA's services are **free** for students and alumni. The benefits are:

- 1) Paid Accommodation.
- 2) Paid Utility Bills (electricity, gas, water and council tax) + Internet Access
- 3) Commuter travel to work (accommodation will be found within an acceptable commuting distance from the workplace, if that requires more than a sensible walk then a bus/train ticket will be provided).

This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 700€-1000€ per month (depending on location).**

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

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

Extra benefits

As most of European grants are no longer than 6 months the host company has agreed to offer also a payment in the second half of the internship (months 7 to the end) in addition to the regular benefits.

The Host Company

This company is a global pioneer in the use of web-based solutions for digital pathology. Specialising in image management and the rapid analysis of tumor tissue, the company provides innovative software for use in drug discovery research, clinical sectors, biomarker analysis and education.

Role

The host company is currently looking for a candidate to assist with the internal IT systems, first line customer support for their products and QA testing. The successful intern will be working close and reporting to the Service Manager.

The ideal candidate will be a **proactive and self-motivated** student or recent graduate who is looking for a challenging and rewarding opportunity in which they can put their knowledge into practice.

Location

Belfast is the capital and largest city of Northern Ireland. Very dynamic city with a population of 300 000.

Duration

12 months.

Start date

As soon as possible.

Languages

English should be B2/C1.

Tasks

- Providing a first class level of service and support to all customers via email, ticket or telephone support for both hosted and deployed customers.
- Assisting with updating website content inside the company's content management system.
- Setting up computer systems (both hardware and software) internally and on customer sites.
- Identifying possible causes of breakdown of systems and/or hardware.
- Providing technical support for both hardware and software for the company's staff.
- Support, document and backup all internal IT systems.
- Storage of master copies of software; backing up master copies where appropriate; keeping master copies of all relevant literature regarding software.
- Maintenance of hardware and cables.
- Ensuring that all IT suites are fully functional, tidy and are organised and maintained in a safe working condition.
- Provide administration support for the company's Services team.
- Support and manage other value added services or projects the company offers to customers and partners.
- Any other reasonable duties as required by Management.

Personal Skills

- Strong IT skills.
- Strong working knowledge of the Microsoft Excel, PowerPoint and Word.
- Excellent communicator and telephone manner at all levels of business.
- Excellent presentation skills and experience of presenting to a wide range of audiences.
- Highly motivated and able to work under pressure in a fast paced environment.
- Well organised with good attention to detail.
- Good numeracy/literacy skills.

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 apply@espauk.com with the reference code **PATSE1103** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

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