ESPA

IT Support Internship (EVOIS1705)

Start date
Flexible within the next 3 months

Duration
6 months

Languages
Good spoken and written English levels are required
(B2 onwards)

Location

Cork, Ireland

Cork is the most Southerly city in Ireland and regarded as the Republic's second city, with nearly 200 000 people. A warm, welcoming city it has a lively music and social scene and is also famous for great locally sourced seafood. Surrounded by beautiful scenery and gateway to the rugged South West coastline, this region has something for everyone.

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

This is a fantastic opportunity for a problem-solving self-starter to gain practical experience in an IT support role within this busy construction engineering business. Mentored throughout you will assist the IT Business Systems manager in the day to day running of all aspects of IT within the business, including; logging faults, solving hardware and software issues, creating standard operating procedures and much more. If you are interested in this field, then this will be a great all-round experience.

Tasks

- Act as the first point of contact for low level IT queries and issues
- Carry out the support desk function; logging and resolving IT support queries
- Provide hands on technical assistance for all low-level IT Hardware
- Provide technical assistance for all organisation IT Software where required
- Support with the creation and development of an IT SOP (standard operating procedures) documentation
- Support IT Business Systems Manager with proactively monitoring server use and performance, participate in the development of disaster recovery processes
- Assist with trouble shooting/ problem solving various issues
- Communicate and liaise with third-party vendor/contractors where required
- Maintain strict confidentiality about all sensitive data handled and maintain GDPR compliance

Desired Skills

- A qualification in an IT related discipline or equivalent required
- Basic experience in network administration and desktop support is desirable
- Strong working knowledge of Excel, Outlook, reporting and ERP systems will be an advantage
- Good interpersonal and communication skills
- Problem solver who is confident in ability and solution focused
- Organised, enthusiastic, forward thinking and willing to get involved in all aspects of IT
- A resilient multitasker

The Host Company

The host is a Construction Engineering company-based County Cork, Ireland. Experts in their field, they are expanding rapidly and now have 3 offices relying on a large infrastructure of IT systems. They are seeking an individual to provide support to ensure smooth day to day running of all things IT.