



PROGRAM STAŻU/ INTERNSHIP PROGRAM

Nazwa podmiotu oferującego staż / Company name
IBM Global Services Delivery Centre Sp z o.o.
Miejsce odbywania stażu / Legal address
Muchoborska 8, 54-424 Wrocław
Stanowisko, obszar działania/ Position name, business area
Junior IT Specialist – internship in IGA department Number of places for students: 6
Termin / Date
Do ustalenia
Obszary merytoryczne, z którymi student ma szansę zapoznać się podczas odbywania stażu. Czego Student może się nauczyć. Jakie kompetencje może rozwijać. / Development areas, skills & competences to be developed during internship
Student will have the opportunity to: <ul style="list-style-type: none">- work with LotusNotes, OpenOffice Apache edition- practice use of English- developing knowledge and experience in the new attractive areas such information technology,- support complex IT department activities including:<ul style="list-style-type: none">• Computer inventory management,• Instalation and configuration for end-user workstation (Window and Linux)• Configuration, monitoring and initial problem solving for network printers• Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)• Help in conducting IT session for New Hires• Health and Safety• IT operations administration



Harmonogram z propozycją liczby godzin oraz zakresem zadań merytorycznych w ujęciu tygodniowym. . / Internship schedule, weekly tasks for student	
Tydzień 1 / Week 1	<ul style="list-style-type: none"> - participation in Initial New Hires education and introduction to IBM - participation in IT education for New Hires - create presentation about student for next team meeting and present it - supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Installation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file <p>Total hours: 30</p>
Tydzień 2 / Week 2	<ul style="list-style-type: none"> - supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Installation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file <p>Total hours: 30</p>
Tydzień 3 / Week 3	<ul style="list-style-type: none"> - supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Installation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance

	<ul style="list-style-type: none"> -- running surveys after each training -- exporting feedback to excel file - conduct self education about IBM organisation, history and operation to be able to pass internal exam for students about IBM <p>Total hours: 30</p>
Tydzień 4 / Week 4	<ul style="list-style-type: none"> - supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Instalation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file <p>Total hours: 30</p>
Tydzień 5 / Week 5	<ul style="list-style-type: none"> - supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Instalation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file <p>Total hours: 30</p>
Tydzień 6 / Week 6	<ul style="list-style-type: none"> - supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Instalation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file -- prepare student summary presentation about Intern time in IBM based on given



	questions and present it on department meeting Total hours: 30
Wymagania stawiane kandydatom / Requirements	
Rok studiów / Year of study	3 or above
Kierunek studiów / Field of study	IT or other IT related field technical study (but not limited to)
Znajomość języków obcych / Foreign languages	Polish – very good English – communicative
Profil kandydata (oczekiwane kompetencje) / Candidate's profile (competences)	<ul style="list-style-type: none"> • able to work methodically, accurately and neatly • good oral and written communication skills • able to work as part of a team • interested in training & development