

# IBM Unpaid Internship Program

IBM Client Innovation Center Wroclaw & Katowice

SUMMER EDITION

02-07-2018 – 30-09-2018

Start building your career at **IBM** and have a chance to access to unique development and exciting projects under the supervision of experienced professionals. Be part of an inspiring workplace that provides an open and collaborative culture.

Internship Program is designed to offer you tailored mentoring, training and practical experience. It is meant to **grow your potential and shape your career.**

## SUMMER EDITION

**START DATE: 2nd July 2018**

**END DATE: 30st Sempتمبر 2018**

### **Working hours**

**15-20h per week**

180h during whole Internship

### **What can we offer you?**

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

Your **responsibilities** depend on the department you're assigned to and include:

- 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

We can offer you internship in many **areas**:

- Linux
- Windows
- Database
- Network
- Cyber Security
- Project Management
- Service Management
- Business Support Teams like: HR, Recruitment, Supporting Delivery Analyst, Resource Deployment Management
- Software Engineering

During **summer edition** we can offer you getting experience in many different teams:

### WROCLAW

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. IBM Security
4. HR Administration (supporting HR department, reports generating, documentation handling and preparation, contact with employees, managing email queries and personnel files, other HR-related tasks)
5. 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)
6. Command Center (cooperation with group of IT Specialists, learning analytical thinking, quickly solve system and administrative problems)
7. 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)

**DO YOUR BEST WORK  
EVER.**

**you**<sup>IBM</sup>

**During **summer edition** we can offer you getting experience in many different teams:**

- 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.** 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)
- 14.** Cloud Infrastructure (support local developers with existing and new projects, working on local applications, knowledge in one of the following languages: PHP, node.js, html 5, SQL, docker administration or any programming language)

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**you**<sup>IBM</sup>

During **summer edition** we can offer you getting experience in many different teams:

### KATOWICE

1. Technical Support Team (cover basics of computer management on Windows operating systems, gaining theoretical and practical knowledge of software distribution and new software package preparation for Windows operating systems)
2. HR Administration (supporting HR department, reports generating, documentation handling and preparation, contact with employees, managing email queries and personnel files, other HR-related tasks)

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## RECRUITMENT PROCESS

1. visit our career website <http://www.ibm.com/employment/pl/>
2. register yourself on the recruitment portal
3. use requisition number as a keyword to find the Internship offer: **xxxxxx (Wroclaw) or xxxxx (Katowice)**
4. **submit** your application
5. your profile will be matched to particular internship positions
6. wait for contact from our side – manager/ mentor will invite to the interview
7. wait for email with decision
8. send us required documents (you will get all details when accept the offer)
9. take part in Onboarding Session – **2nd July 2018**

Recruitment Process starts on **9th May** and lasts to **15th June**.

Welcome Session: **2nd-3rd July** (two days of trainings)

# GOOD LUCK!



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