



12 Months Associate Service Engineer Internship

PATSE2605

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 in the UK. We work closely with our host companies to ensure the positions provide students 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: ESPA is free for students. Accommodation, utility bills, TV Licence, Internet Access and UK commuter travel to the place of work will be paid for by the host company. This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 600-700€ per month.**

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

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

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 Service Department is looking for somebody to assist with the internal IT systems, first line customer support for the company's products and enhancement of QA automated testing. You will be reporting directly to the Service Manager.

Duration

6 months

Location

Belfast is the capital and largest city of Northern Ireland. With a population of 300 000 it is a very dynamic city.

Languages

English should be B2/C1

Start date

As soon as possible.

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.
- Working with the QA team on enhancing the automated testing platform.
- Any other reasonable duties as required by Management.

Personal Skills

Essential:

- Working knowledge of Microsoft Windows operating systems (server & desktop) and Microsoft Office.
- Ability to liaise and communicate with external customers in a clear and professional manner.
- Working knowledge of Microsoft Windows operating systems and Microsoft Office.
- Be able to pay attention to detail.
- Excellent verbal and written communication skills.
- Strong troubleshooting and customer service skills.
- Team player.
- Excellent analytical skills.

Desirable:

- Experience with automated testing frameworks
- Ability to create scripts for automated testing
- Experience of Linux system administration
- Experience with MySQL
- Experience working in an agile environment
- Experience with VMWare solutions
- Experience in technical document writing

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.

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 madeline@espauk.com with the reference code **PATSE2605** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

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