6 Month IT Support Internship

NETIT2309

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

The Host Company

This company is an **independent IT consultancy business** providing advice on all aspects of IT to businesses in the UK, Ireland and across Europe. Formed in 1999, it provides Outsourced IT Management, Technical Support and Software Development services.

Role

The host company is looking for a candidate who has a passion for all things **ICT** related, with a strong desire to learn. The successful candidate will work as an **IT Support Intern** within the team and directly with both **clients and engineers, on site**. Installation of various packages and technical support will be the main tasks.

In addition, the host company is looking for the right candidate to have an interest in **Cyber Security** and a fair understanding of this area, potentially with some knowledge or experience in Microsoft Server and a desire to learn about it.

Duration

6 months

Location

Brighouse, extremely well placed town with links to other large towns such as Halifax and Huddersfield. Manchester and Leeds are just 30 minutes and 15 minutes away respectively.

Languages

Fluent in written and spoken English.

Start date

As soon as possible

Tasks

- Installation of various packages, including software applications, internet security features and cloud based packages
- Hardware installation including creating or adapting networks
- Providing 1st line remote technical support to clients
- Answering 1st line support calls from existing clients
- Escalating complex queries to 2nd line team
- Remotely accessing customers Servers and Workstations to resolve any issues
- Assist and support on data protection and information security issues arising from the Company's operation.
- Analyse how the company currently protects information and compare this with international best practice systems and identify solutions for any potential flaws
- Maintain expert knowledge of emerging technologies, legislation and standards in the IT security sector
- Potentially communicate to team members, and senior leadership, cyber risks to the enterprise

Personal Skills

- Background in computer science, with basic programming knowledge
- Knowledge or experience in Microsoft Server
- Strong desire to learn and put to good use your technical skills and knowledge
- Motivated self-started personality with taste for trying new activities and learn from them
- Willingness to portray a professional image at all times whilst being understanding to a client's needs.
- An understanding of cyber incident response techniques and practices
- Outstanding communication, organization, time management, and interpersonal skills with the ability to evangelize user research across teams
- Strong analytical 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 **NETIT2309** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

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