

ESTAGIÁRIO – IT INFRASTRUCTURE

We are looking for enthusiastic, team-oriented intern to join our team. He/She will propose/implement IT Workplace solutions such as: collaboration (Office 365), support on desktop mobile and other end user solutions. He or She will interact with internal customers to collect needs, wishes and transform them into technical solutions. The candidate must have exceptional customer relationship and communication skills with a passion for delivering amazing customer experiences.

Key Responsibilities:

- Provides technical support for end users;
- Ability to analyzes, implements, troubleshoot and maintains hardware (computer, printer, multimedia, mobile device, etc.), software (including Office 365), and operating systems (Windows 10);
- Coordinating production deployments/upgrades along with monthly security patching (SCCM routines);
- Willingness to follow processes, such as technical change management and escalation procedures;
- Support on development of work guidelines, procedures and policies;
- Ability to work with multiple projects/tasks simultaneously;
- Support to deploy all workstation and laptop builds for new users, maintaining laptop/workstation equipment inventory, and assisting with lifecycle planning and hardware refresh projects;
- Provides end-user training assistance where required;
- Provides customer-centric support to end-users;
- Resolve issues by carrying out problem analysis to implement temporary or permanent solutions.



Job Requirements:

- Currently pursuing a degree in: Information Technology, Computer Engineering, or related specialty fields;
- IT related experience is a plus;
- Fluency in English is desired;
- Knowledge of one or more of the following technologies: Office 365 Microsoft Windows 10, UX is a plus;
- Ability to learn new technologies and processes information quickly;
- Team player with excellent communication and collaboration skills;
- Strong analytical & problem solving skills;
- Exceptional customer service orientation.

PCD's candidates can apply for any Rabobank vacancy.

If you meet the requirements or want to indicate someone interested in participating in the selection process, please, send the resume to **debora.trentin@rabobank.com** mentioning the name of the vacancy.

.

