



## 6 Months IT First Line Support Internship

DENIT1706

### **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](http://www.espauk.com)

## The Host Company

This company offers an integrated design, tooling and manufacturing operation providing clients with a single source solution from concept design to full volume production. The company services a broad spectrum of business sectors and has extensive knowledge and expertise in processing a diverse range of polymers from the most common polypropylene grades to the high engineering grades of PEEK and PPS used in the aerospace industry. Established in 1972, it is one of the UK's foremost providers of precision plastics injection mouldings.

## Role

Operational and support role reporting to the IT Manager, providing helpdesk support for a major requirement to work towards the FAST (Federation Against Software Theft) Standard for Software Compliance so hardware/software inventory, auditing and licensing will comprise a main aspect of the role. There will be an opportunity to become a Fast Approved Software Manager and Auditor. Working in a small department there is plenty of scope to learn new skills and get involved in the many projects we are undertaking.

## Duration

6 months

## Location

Bangor, Northern Ireland

# Languages

English should be B2/C1

# Start date

August / September 2015

# Tasks

- Monitor and Control internal Helpdesk Facility comprising end user support
- Hardware Installation, Configuration and Deployment
- General Systems Housekeeping
- Period end Processes
- Software Asset Management
- Applications Integrity – service packs/patches

# Personal Skills

- Good communication and organisational skills and ability to work well as part of a team.
- Good knowledge of desktop operating systems, Windows 8.1, Windows 7 etc.

# 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](mailto:madeline@espauk.com) with the reference code **DENIT1706** attaching your CV as a pdf file. A cover letter is always helpful.

# Are you eligible?

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