

## ISG technology's Internship programme

### 2013

#### About ISG

ISG technology is a leading UK based IT services specialist with over 30 years of experience. The Company operates from five office locations in the UK and a European Support Centre in Sofia, where we offer services in Central and Eastern Europe. ISG technology is in a unique position to offer complex solutions for Network Infrastructure, IT Support Services and Business Process Outsourcing.

Our service portfolio is backed by unrivalled expertise, fine-tuned project management skills and the very latest IT intelligence. ISG technology has particular experience working within retail, finance, health, education and leisure, but has the ability and expertise to tackle any IT issues for any business and organisation.

#### Overview:

Programme length:	<b>240 working hours for 3-6 months</b>
Place of conduct:	<b>ISG technology's ESC office, Business Park Sofia, building 12</b>
Department:	<b>IT Support Centre, Software Development Department</b>
Duration:	<b>July-September /December; Regular employment will be considered afterwards</b>
Method of selection:	<b>CV, English proficiency test and an interview</b>

### **We are looking for candidates who fulfill the following criteria:**

- Successfully graduated 3rd year of studies
- English proficiency
- Grade point average above 4.5

### **Our offer:**

- We will provide you with training and mentorship in order to help you learn and perform better
- You will be involved in real work with real clients and solve real problems in order to gain extensive hands-on experience
- Your mentor will be giving you on-going feedback and support
- You will be treated as a team member and you will be part of our working environment
- You will have access rights similar to those of the employees on a full time contract, including corporate events
- You will work on flexible schedule and part-time hours so that you will be able to combine the internship with your academic pursuits

### **Knowledge and skills you can expect to acquire:**

#### **\*Within the IT Department**

- How to use ticketing systems and other systems for problem tracking
- How to troubleshoot a variety of software issues
- How to work with different modern technologies; you will acquire knowledge of ITIL
- How to deal with customers and emergencies

- How to provide information in a professional manner to ensure customer satisfaction
- How to communicate with English-speaking clients via telephone or e-mail
- In addition you will be able to see how the Service desk is organised and you will have the chance to observe business processes.

#### **\*Within the Software Development Department**

- You will gain knowledge in : ASP.NET,
- SharePoint,
- projects lifecycle,
- SQL,
- C#.

#### **Internship Outcomes:**

- Certificate of successfully completed internship
- Credits for the academic record
- Recommendation
- Opportunities for permanent employment will be offered to the most successful candidates.

#### **How to apply:**

If you are interested in this exciting opportunity, please **send us your CV in English to the following e-mail address:** [BGHR@isg-technology.com](mailto:BGHR@isg-technology.com)

[www.isg-technology.com](http://www.isg-technology.com)