Intern Incident and Problem Management Specialist Job

COMPANY DESCRIPTION
SAP started in 1972 as a team of five colleagues with a desire to do something new. Together, they changed enterprise software and reinvented how business was done. Today, as a market leader in enterprise application software, we remain true to our roots. That's why we engineer solutions to fuel innovation, foster equality and spread opportunity for our employees and customers across borders and cultures.
SAP values the entrepreneurial spirit, fostering creativity and building lasting relationships with our employees. We know that a diverse and inclusive workforce keeps us competitive and provides opportunities for all. We believe that together we can transform industries, grow economics, lift up societies and sustain our environment. Because it's the best-run businesses that make the world run better and improve people's lives.

OBJECTIVES & PURPOSE
Responsible for Operations & Continuity, our organization is in the heart of SAP Cloud Platform service delivery in the cloud. In close collaboration with various development teams, Cloud Engineering team drives Incident & Problem Management of productive SAP Cloud Platform Services. Therefore, we are looking for an open-minded talent, who is interested in:
- consulting and supporting development teams according to IT Infrastructure Library (ITIL) best practices
- working with the latest Cloud technologies and architectures
- applying DevOps principles as part of your daily work

EXPECTATIONS AND TASKS
As an intern in the Cloud Engineering Team you will participate in the transition & operation phase of Cloud Platform Services lifecycle. You will work in a follow-the-sun team close to international experts and it will be expected from you to:
- learn fast, constantly acquire and improve your knowledge of processes & SAP Cloud Platform
- actively participate in tasks of internal projects
- act as Incident Manager & Problem Coordinator in various situations
- provide swiss-clock reports
- work in friendly, young and professional team of experts to achieve successful completion of tasks

EDUCATIONS AND QUALIFICATIONS / SKILLS AND COMPETENCIES
Required skills:
- Student in software engineering, e-business, computer science, information technology or a related discipline
- Self-starter with strong analytical and, problem-solving skills and motivation for self-developmentself
- Strong willingness to learn new technologies and processes self-development motivation
- Proactive and open-minded team player
- Good communication & presentation skills
- Fluency in English

Preferred skills:
- Understanding of Cloud Technologies
- Knowledge of ITIL (certificate is strong advantage) Understanding of Incident and Problem Management Processes
- Understanding of Project Management methodologies and Cloud Technologies
- Experience in support / service management environment is a plus
- Experience in usage of Microsoft Office is a plus
- Knowledge of Unix / Linux environments and Networking fundamentals is a plus
- Knowledge of Networking fundamentals is a plus

WHAT YOU GET FROM US
Success is what you make it. At SAP, we help you make it your own. A career at SAP can open many doors for you. If you're searching for a company that's dedicated to your ideas and individual growth, recognizes you for your unique contributions, fills you with a strong sense of purpose, and provides a fun, flexible and inclusive work environment – apply now.

SAP'S DIVERSITY COMMITMENT
To harness the power of innovation, SAP invests in the development of its diverse employees. We aspire to leverage the qualities and appreciate the unique competencies that each person brings to the company.
SAP is committed to the principles of Equal Employment Opportunity and to providing reasonable accommodations to applicants with physical and/or mental disabilities. If you are in need of accommodation or special assistance to navigate our website or to complete your application, please send an e-mail with your request to Recruiting Operations Team

(Americas: Careers.NorthAmerica@sap.com or Careers.LatinAmerica@sap.com, APJ: Careers.APJ@sap.com, EMEA: Careers@sap.com). Successful candidates might be required to undergo a background verification with an external vendor.