User Assistance Developer Internship 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.

PURPOSE AND OBJECTIVES

This internship opportunity is suitable for students and young professionals interested in Information Technologies who would like to gain valuable knowledge and practical experience in the domain of user assistance.

Our team provides knowledge and services to help SAP customers understand and use our products to their best potential. We achieve that by combining product knowledge, communication and authoring, as well as language skills.

Our team provides product documentation, in-app user assistance, instructional videos, and other knowledge materials for various SAP products.

EXPECTATIONS AND TASKS

- Support the team with various tasks related to user assistance
- Learn and apply the job basics in real work situations – how to write, how to use the relevant systems and processes, DITA, and so on
- Work with content management system (CMS)
- Perform regular tasks and tests
- Research various topics and write reports on the findings
- Work in international teams where team members are in different locations and belong to different cultures
- Eager to learn new things

EDUCATION AND QUALIFICATION / SKILLS AND COMPETENCIES

- Computer Science, Technologies, Business Administration, Philology, Journalism, or other related studies
- Fluency in written and verbal English
- Excellent communication skills; both written and verbal
- Customer oriented and self-driven attitude
- Attention to detail, analytical and problem-solving skills
- Ability to plan and organize work well
- MS Office skills (Excel, Word, Outlook, PowerPoint)
- Understanding of HTML, XML, Markdown

WORK EXPERIENCE

- Previous work experience is not required. Of course, the more experience you have, the faster you will advance in your skills.

WE OFFER

- Ongoing mentorship and training with an assigned mentor
- Work in high performing teams following agile development methodologies
- Opportunity to join TOP ICT Employer and work in highly talented and motivated team environment
- A chance to work on innovative assignments with cutting-edge technologies
- Very competitive salary and social benefits
- Flexible working time
- Great working environment

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.