**Why Internship @ IBM?**

The non-paid Internship program IBM Smarter University Brno opens up the possibility for students to start building their professional life in a well-known international company; it also gives them an insight to a big corporate environment. The intern has a chance to access real projects and to develop himself/herself under the supervision of experienced professionals and mentors who lead the students throughout their stay in the company.

IBM's 4 months period Internship Program is designed to offer students mentoring, training and plenty of practical experience. It is meant to grow a student's potential and shape their career.

**What can you expect?**

- Individual support from your own mentor
- Flexible working hours, dependent on your school schedule
- App. 20 working hours per week, 4 months experience*
- Work on a project as an equal member of your department
- Improvement of your English and presentation skills
- Opportunity to attend internal courses & trainings
- Meeting people from all over the world
- Opportunity to build your contacts network
- Be part of multicultural environment
- The internship is not paid

*It can be individually adjusted as per your university request*
GENERAL REQUIREMENTS

Requirements depend on the department you’re assigned to and include but are not limited to:

<table>
<thead>
<tr>
<th>Adaptability</th>
<th>Client Focus</th>
<th>Communication</th>
<th>Creative Problem Solving</th>
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<tbody>
<tr>
<td>How do you cope with changing demands and stress? Are you flexible? Have you successfully completed several projects with competing deadlines?</td>
<td>Can you see a situation from a client’s viewpoint, whether that’s colleagues or customers? Can you anticipate their needs?</td>
<td>Do you present information clearly, precisely and succinctly? Adapt the way you communicate to your audience? And listen to others?</td>
<td>Do you use ingenuity, supported by logical methods and analysis, to propose solutions? Can you anticipate problems? Do you put forward innovative ideas?</td>
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<tr>
<th>Drive</th>
<th>Passion for IBM</th>
<th>Taking Ownership</th>
<th>Teamwork</th>
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<tbody>
<tr>
<td>Will you proactively learn new skills – even if they’re beyond the scope of your current job? Will you put in the time and energy needed to achieve results?</td>
<td>Do you know what IBM does and what our most recent achievements are? Are you up to speed with the latest trends in our industry? What are the biggest challenges we face?</td>
<td>Do you take responsibility for tasks/decisions? And implement decisions with speed? Can you show when you’ve worked to correct your mistakes?</td>
<td>How do you work with others to achieve shared goals? Do you easily build relationships with others? Are you a team player?</td>
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All candidates must be active students 18+. The minimum English knowledge is B2.

Additional requirements depend on the concrete project you are applying for; check the positions below.

HOW TO APPLY?

Find out more about the internship opportunities @IBM Client Innovation Centre Brno and choose one of the project below. If interested in a position, apply here by submitting your application.

Application should contain:

- Curriculum Vitae (CV)
- Full name of the position you are applying for from this catalogue
- Motivation Letter is a plus

You did not find what you are looking for? Or you need more information?

Write us on: students@cz.ibm.com
CUSTOMER SERVICE

P1: JUNIOR QUALITY ANALYST

Are you interested in Quality management? We are looking for Junior Quality Analyst who could help us to improve customer service for our clients as part of an ongoing ongoing quality assurance program. You will assist to the management team and help them to identify gaps/struggles in the current support. The objective is to improve overall quality of delivered service and achieve higher customer satisfaction. Minimal length of this internship project is 3 months.

Preferred Skills:

- Self-organized and self-driven person
- Quick learner
- Capacity to analyze information and solve problems
- Intermediate level of MS Excel
- Strong communication skills – written and verbal
- Strong interpersonal skills and ability to deal with diverse types of people, provide them feedback etc.
- Basic IT knowledge – with at least basic computer experience and interest to learn more

Language skills:

- English – min. B2
- 2nd language (min. B2) – preferably French or German, but also Spanish, Portuguese or Italian

In QA position you will:

- Get opportunity to see usual path of newly hired person for a position of Customer Service Representative (development of soft skills and technical skills, call scenarios, shadowing)
- Perform quality evaluations and call coaching, review/create evaluation forms for workload processed by employees (calls/tickets/emails)
- Analyze data and create basic reports, identify defects and work on root cause analysis
- Present the results to the management and participate on creation of improvement plans
- Get insight into Service Management
- Get opportunity to be a part of a dynamic working environment
P2: JUNIOR DATA ANALYST

As Data Analyst, you will be producing and maintaining both internal and client-facing reports. The main objective of this project is to support the management by giving them insights about new trends on the horizon as well as areas the company may need to improve upon. Minimal length of this internship project is 4 months.

Preferred Skills:
- Self-organized and self-driven person with attention to details
- Creative person who can bring new ideas
- Quick learner
- Capacity to analyze information and solve problems
- Advanced level of MS Excel, knowledge of scripting and macros is a big advantage
- Data visualization skills
- Strong communication and presentation skills
- Interested in big data and Watson

Language skills:
- English – min. B2

In DA position you will:
- Get better understanding of IAM environment, its metrics, targets and SLAs
- Get insight into Service Management and client communication
- Analyze data and create basic reports, identify defects and work on root cause analysis
- Present the results to the management and participate on creation of improvement plans
- Work in dynamic and multicultural team
- Learn more about Agile way of working
HUMAN RESOURCES

P3: JUNIOR HR COORDINATOR

Are you willing to take on a new challenge in one of most inspiring and diverse work environments? Are you looking for a culture of openness, collaboration and trust – where everyone has a voice? What about all of these? If so, then IBM could be your next opportunity to learn and grow.

We are looking for a candidate who could support HR department in preparation for IBM spin-off. It’s a unique opportunity to get involved in work that will help to build up a new company – the largest one in the field of managed infrastructure services business.

Preferred skills:
- Fluent English, with Czech as an advantage
- University studies in HR, management or equivalent
- Organized, self-driven person

What will you do:
- Help us to manage the re-branding of HR department related to the spin-off
- Handling day to day administrative tasks such as help with filing employee documentation, performing employee actions, sending notices to employees
- Creation of internal documentation
- Get insight in HR department

Minimal length of this internship project is 3 months.

GRAPHIC DESIGN

P4: JUNIOR GRAPHIC DESIGNER

Do you want to work on project with a purpose? We are looking for a creative intern who would help to develop our promotion materials in a field of university relations and internship. You would work in cooperation with IBM Smarter university team and your tasks would be to create different kind of
promotion flyers and videos – also related to IBM spin-off. As Mr. Watson said - “Good design is a good business”. Hence graphic designer is needed.

**Preferred Skills:**

- Graphic design skills are a must
- Creativity, self-driven person

**Main Benefits:**

- You will gain experience while working in a worldwide corporation
- You will get a project management insight
- You will work in a friendly, modern environment that promotes new ideas

**P5: JUNIOR UX DESIGNER**

We are looking for a designer who could help us with Visual Redesign + UX redesign of our technical tools according to the newest standards. The objective is to improve and maximize positive user experience. Selected candidate will work in close cooperation with a team of Mainframe IT Specialists.

**Preferred Skills:**

- Graphic design skills are a must
- Understanding of visual design principles
- Practical experience with UX redesign as advantage
- Creative and detail-oriented person with good communication skills
- Good spoken and written English

**Main Benefits:**

- You will gain experience while working in a worldwide corporation
- You will get overall insight about how IBM is structured and how IBMers work
- You will work in a friendly, modern environment that promotes new ideas and creative spirit
- You will have flexible working hours
Sounds exciting? We look forward to hearing from you.

**SERVICE MANAGEMENT**

**P6: ASSISTANT ACCOUNT EXECUTIVE**

Do you have motivation to help the client executive with managing internal IBM and customer topics, in exchange to learn how things work in multinational and multi-business company with proper explanation along the way? Do you have capability and will to work with contradicting inputs, and create structure out of it? If both answers are yes - we are happy to shake hands with you.

Preferred skills:

- Solid communication skills with different type of people
- Capacity to analyze information and solve problems
- Ability to deliver agreed results proactively and communicate along the way
- Well-organized person with good time management

Language skills:

- English – min. B2
- 2nd language German (B1) or Czech (native) is an option and will help you to get things done smoothly

What will you do:

- Support account executive who has the primary day-to-day responsibility for an ongoing business relationship with a client.
- Coordinate small IBM internal projects and deadlines, work with account leads, executives, and technical colleagues, and customer.
- Support enhancement of IBM image.
PROGRAMMING

P7: JUNIOR DEVOPS ENGINEER

Do you want to join Intel Platform Services team, learn from our experienced mentors, and assist our team members to migrate clients to Ansible? Intel Platform Services team provides IT services across various domains such as Windows, VMWare, Citrix, Azure, AWS etc. We are looking for interns who would support migration of our clients into Ansible, creation & deployment of playbooks and Powershell scripting. Ansible is a world renowned product from Red Hat designed to allow automation of all administration tasks from event management, to server build, to patching and scanning.

Required skills:

Knowledge of:

- Python
- Powershell
- Windows
- Ansible
- YAML

P8: FULL STACK DEVELOPER

We are looking for full stack developer to boost up our capacity for automation projects in Digital Workplace Services. We prefer candidates for longer internship (at least 5 months).

The intern will be part of Strategic support squad for DWS Brno and will be reporting to the Operations Manager. His role will be to support the current team into transforming Technical Support delivered by IBM to its clients to create automated solutions and deliver operational efficiency. The intern would get experience in multinational IT global company.

Preferred Skills:
Technical skills

Knowledge of:

- Javascript
- node.js
- css
- html
- react
- angular
- SQL
- Cloud

(If you do not fulfill all criteria, but you have solid knowledge at least about most of them, we can still discuss the opportunity.)

Soft-skills

- good communication skills
- ability to anticipate, understand and develop tools according to the needs
- English at an executive level
- availability, resiliency, and adaptability
- ability to react very fast
- team spirit
- pro-activeness, solution oriented

SOLUTIONING

**P9: JUNIOR CLIENT TECHNICAL SOLUTIONER**

Lifechanging experience inside the leading IT company.

Be part of the solutioning DACH team and reveal, how the world-class Cloud solutions are designed.
Grow in Cloud – IBM Creative Solution Manager

What you GET

- Understanding on How the Cloud business works!
  - Opportunity to be part of solutioning team and see, how the technology leader creates solutions to exceed customer needs
  - Hands on experience across various departments, from operations, project management, finance to high-level executives.

- Learn by doing!
  - Discover how the real-world Cloud projects are prepared
  - Get access to world-class Cloud education

Are you the right person for this position?

- Does Midrange, Mainframe, Wintel, Unix... say anything to you?
- Do you want to explore teamwork?
- Do you eager to help us build better solutions?
- Are you bold enough to communicate with executives and customer?
- Are you interested in learning about trendy Agile tools?

Our requirements on you

- English min. B2 is required, German is highly welcome, Czech only optional
- Organized and self-driven, motivated person
- MS Excel skills advanced level is a must to survive

THANK YOU!