

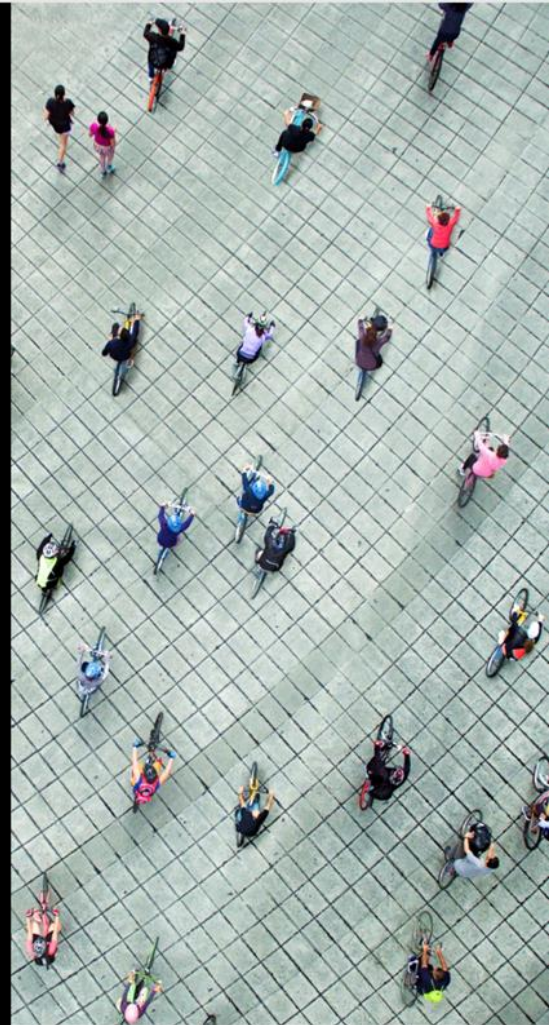
IBM Client Innovation Center - Romania

IBM Services

IBM Services

IBM Services brings business and technology together in a way clients need and others want, but only we can deliver.

Win. Win.



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The IBM logo, consisting of the letters "IBM" in a bold, white, sans-serif font, is positioned on a blue rectangular background.

Job title: Internship Program

IBM is opening for an intern position. We are looking for Interns that can join our teams and participate in the execution of our service management projects. In this role, your contributions and new perspectives will be valuable in providing a high-quality user experience to our customers.

Responsibilities:

- Training regarding IBM as a corporation and IBM Romania - departments & activities
- Common session regarding hardware, software and services and workshops depending on the professional interest of the interns
- Project tasks in frame of a development project on which interns will need to work together and share information and knowledge with the team members.
- Providing technical support resolution feedback to clients and/or IBM client resolution teams, using business knowledge and procedures learned during the Knowledge Transfer period;
- Communicating action plans to the client or IBM representative, as appropriate;
- Contributing to department attainment of organizational objectives and high client satisfaction;

Requirements:

- Technical University studies: preferred are Information Systems, Computer Science or equivalent
- Understanding IT solutions and networking
- Operating systems: Windows, Linux,
- Programming understanding: Java, C++, C#, .NET, SQL/Oracle, web technologies.
- Communication skills
- Analytical and problem-solving skills
- Time management and prioritization skills are needed, as well as communication skills;
- Pro-activeness and willing to bring innovation forward
- English: fluent
- German: fluent (nice to have)

Job title: Systems Support Specialist

IBM is opening for a Premium Automotive Manufacturer Project multiple positions available for experienced Specialists in various fields of IT. This role specializes in performing and enabling remote technical support under Service Level Agreements (SLAs) for the applications used by the financial division of a well-known German car manufacturer.

Responsibilities:

- Administration, maintenance, troubleshooting and incident resolution, if required in cooperation with the Client or 3rd party suppliers
- Perform Level 2 support based on generic and basic troubleshooting instructions for in-scope applications
- Redirect application incidents that requiring further Level 2 and Level 3 support to client or other applicable 3rd party provider;
- Maintain and update Level 2 support instructions for the applications;
- Perform Early Life support for new applications as agreed;
- Perform operational introduction based on agreed pre-requisites and requirements for the new Applications;
- Perform introduction and deployment of new applications in the Production Test and Production Environments as agreed;

Requirements:

- Bachelor's Degree
- 2-3 years' experience with technical support
- Technical background (studies in Computer Science)
- Analytical thinking (to be able to identify root cause of a problem - log and code analysis)
- Customer facing (to be able to communicate in such a manner that is understandable to the end customer)
- Willing to learn and improve
- Linux - proven experience with UNIX based systems
- Oracle/SQL - be able to create, run and analyze queries
- Shell Scripting proven experience
- English: Fluent
- German: Intermediate

Job title: Package Solution Consultant - PLM Systems

IBM is opening for a Premium Automotive Manufacturer Project multiple positions available for experienced Specialists in various fields of IT. The positions are assigned to the PLM Competency and Service Line Group which focus on Technical and Strategic Consulting activities for the CAD Automotive Operation/Maintenance of Platforms/Systems.

Responsibilities:

- Provide expertise in analysis, requirements gathering, design, coordination, testing and support of PLM Special engineering applications running at the client
- Develop and maintain a strong working relationships with business and technical members of the team
- Relentless focus on quality and continuous improvement
- Perform root cause analysis of process issues
- Strong desire and ability to learn new skills and absorb professional knowledge quickly
- Strong analytical, good problem solving skills
- Requires demonstrated communication and customer interfacing skills
- Work effectively in an open environment where creativity and collaboration are welcome and encouraged

Requirements:

- Bachelor's Degree
- Special engineering knowledge and understanding of at least one of the following applications: CATIA V5, Proe Engineering, Autocad, Nastran/Patran, knowledge of Finite Elements, PLM Systems
- Install and/or administration of one of the applications
- Experience developing solutions from new business requirements
- Experience in working with distributed teams
- Linux, Windows administration
- English: Fluent