

IBM Client Innovation Center - Romania

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IBM

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: Project Manager: Project Office Management

This role is responsible for leading a project team in delivering a solution to the client using appropriate business measurements and according to the project charter and contract. The project manager will have overall responsibility for managing scope, cost, schedule, and contractual deliverables, which includes applying effective tools and techniques for planning, tracking, change control, and risk management.

Responsibilities:

- Define project governance, aligning project resources, and establishing project deliverables
- Track project and program activities and manage deliverables and timelines; maintain up to date project plans
- Identify delivery risks and manage mitigation strategies
- Manage project scope and set/manage expectations
- Manage and report on key performance metrics
- Conduct governance and status reporting both internally and to the client

Requirements:

- Bachelor's Degree
- 1-2 years experience with project management
- Analytical thinking (to be able to identify root cause of a problem)
- Client facing (to be able to communicate in such a manner that is understandable to the client) and good communication skills.
- Experience with Microsoft Office
- Basic ITIL and support know-how
- Available for regular travel
- Wiling to learn and improve
- English: Fluent
- German: Intermediate