Service Desk & Onsite Support Internship (4 roles available)

Type	TAX FREE ACS Foundation Work Integrated Learning Scholarship
Level	Undergraduate / Postgraduate
Start Date	July 2024
Location	Central Perth with some travel to other metro sites including Bentley & Kwinana
Length	6 Months Full-Time (38 hours/week) *min 4 days a week
Value	$20,000 (Undergrad) or $22,000 (Postgrad) TAX FREE ACS Foundation scholarship for 6 months F/T (Pro-rata for P/T)

Capgemini is an international technology transformation and modern managed services provider. We partner with our customers to help them reimagine, transform and continually evolve their organisations, enabled and connected by the best Microsoft technology. Capgemini's team of experts specialise in the design, development, and integration of business knowledge, information technology and creativity to help forward-thinking organisations do better business, create the best experiences for their customers and their people and set their businesses up to thrive in the future.

Capgemini is offering a 6-month Work Integrated Learning scholarship for a student to join their IT Service Desk. The Service Desk Support intern is the key person in the delivery of end-to-end remote technical support to Capgemini clients. You need to be customer service oriented & have an outstanding attitude, strong IT skills and the desire to expand your career. Working within a customer focused service desk environment, you possess exceptional customer service skills & have a passionate and dynamic approach to your day-to-day work load.

Responsibilities include:

- Respond to cases logged by Customer, Operations and Automated Ticketing.
- Adhere to Service Level Agreement response and resolution time requirements.
- Ensure cases are updated as per customer Service Level Agreement.
- Retain ownership of Customer issues until resolved, escalated or accepted by another individual.

Required Skills/Knowledge:

- Good team player with solid verbal and written communication skills
- Customer focused with strong customer service skills
- Demonstrated knowledge of Windows and MS Office environments
- Basic understanding of connectivity within a network, understands TCP/IP and name resolution and familiar with infrastructure services (e.g. DNS, DHCP, WINS)
- Demonstrated knowledge of networking & client/server environments
- Strong customer service skills with an empathetic approach to service
- Ability to work to documented procedures, agreed deadlines & deliver to service level agreements
- Good analytical and troubleshooting skills

You must be studying toward a tertiary qualification in Information Technology / Information Systems/ Computer Science or similar

APPLY NOW!

Send your resume, cover letter, current transcript and proof of residency to Sarah Maiden at sarah.maiden@acsfoundation.com.au or call 0401 317 879