

## PROGRAM STAŻU

<b>Nazwa podmiotu oferującego staż / Company name</b>
IBM Global Services Delivery Centre Sp z o.o.
<b>Miejsce odbywania stażu / Legal address</b>
Muchoborska 8, 54-424 Wrocław
<b>Stanowisko, obszar działania / Position name, business area</b>
Junior IT Specialist – internship in IGA department Number of places for students/ graduates UE: 6
<b>Termin / Date</b>
1 września 2014 - 30 listopad 2014
<b>Obszary merytoryczne, z którymi student ma szansę zapoznać się podczas odbywania stażu. Czego Student może się nauczyć. Jakie kompetencje może rozwijać. / Development areas, skills &amp; competences to be developed during internship</b>
Student will have the opportunity to: - work with LotusNotes, OpenOffice Apache edition - practice use of English - developing knowledge and experience in the new attractive areas such information technology, - support complex IT department activities including: <ul style="list-style-type: none"><li>• Computer inventory management,</li><li>• Instalation and configuration for end-user workstation (Window and Linux)</li><li>• Configuration, monitoring and initial problem solving for network printers</li><li>• Working as second level HelpDesk agent solving IT related end-users problems</li></ul>



(windows, linux platform)

- Help in conducting IT session for New Hires
- Health and Safety
- IT operations administration

**Harmonogram z propozycją liczby godzin oraz zakresem zadań merytorycznych w ujęciu tygodniowym. (32h pracy stażysty w tygodniu w miesiącu wrześniu, 20h pracy stażysty w tygodniu w miesiącach październik i listopad).**

Tydzień 1 / Week 1

- participation in Initial New Hires education and introduction to IBM
- participation in IT education for New Hires
- create presentation about student for next team meeting and present it
- supporting IT operations activities
- managing communication within the team and stakeholders
- maintain computer inventory
- Instalation and configuration for end-user workstation (Window and Linux)
- Configuration, monitoring and initial problem solving for network printers
- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)
- Help in conducting IT session for New Hires
- managing courses schedules
- preparing materials and rooms for IT courses
- collecting the attendance lists
- updating the file with the attendance
- running surveys after each training
- exporting feedback to excel file

Tydzień 2 / Week 2

- supporting IT operations activities
- managing communication within the team and stakeholders
- maintain computer inventory
- Instalation and configuration for end-user workstation (Window and Linux)
- Configuration, monitoring and initial problem solving for network printers
- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)
- Help in conducting IT session for New Hires
- managing courses schedules
- preparing materials and rooms for IT courses
- collecting the attendance lists
- updating the file with the attendance
- running surveys after each training



	-- exporting feedback to excel file
Tydzień 3 / Week 3	<ul style="list-style-type: none"> <li>- supporting IT operations activities</li> <li>- managing communication within the team and stakeholders</li> <li>- maintain computer inventory</li> <li>- Instalation and configuration for end-user workstation (Window and Linux)</li> <li>- Configuration, monitoring and initial problem solving for network printers</li> <li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li> <li>- Help in conducting IT session for New Hires</li> <li>-- managing courses schedules</li> <li>-- preparing materials and rooms for IT courses</li> <li>-- collecting the attendance lists</li> <li>-- updating the file with the attendance</li> <li>-- running surveys after each training</li> <li>-- exporting feedback to excel file</li> <li>- conduct self education about IBM organisation, history and operation to ba able to pass internal exam for students about IBM</li> </ul>
Tydzień 4 / Week 4	<ul style="list-style-type: none"> <li>- supporting IT operations activities</li> <li>- managing communication within the team and stakeholders</li> <li>- maintain computer inventory</li> <li>- Instalation and configuration for end-user workstation (Window and Linux)</li> <li>- Configuration, monitoring and initial problem solving for network printers</li> <li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li> <li>- Help in conducting IT session for New Hires</li> <li>-- managing courses schedules</li> <li>-- preparing materials and rooms for IT courses</li> <li>-- collecting the attendance lists</li> <li>-- updating the file with the attendance</li> <li>-- running surveys after each training</li> <li>-- exporting feedback to excel file</li> </ul>
Tydzień 5 / Week 5	<ul style="list-style-type: none"> <li>- supporting IT operations activities</li> <li>- managing communication within the team and stakeholders</li> <li>- maintain computer inventory</li> <li>- Instalation and configuration for end-user workstation (Window and Linux)</li> <li>- Configuration, monitoring and initial problem solving for network printers</li> <li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li> <li>- Help in conducting IT session for New Hires</li> <li>-- managing courses schedules</li> <li>-- preparing materials and rooms for IT courses</li> </ul>



	<ul style="list-style-type: none"><li>-- collecting the attendance lists</li><li>-- updating the file with the attendance</li><li>-- running surveys after each training</li><li>-- exporting feedback to excel file</li></ul>
Tydzień 6 / Week 6	<ul style="list-style-type: none"><li>- supporting IT operations activities</li><li>- managing communication within the team and stakeholders</li><li>- maintain computer inventory</li><li>- Instalation and configuration for end-user workstation (Window and Linux)</li><li>- Configuration, monitoring and initial problem solving for network printers</li><li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li><li>- Help in conducting IT session for New Hires</li><li>-- managing courses schedules</li><li>-- preparing materials and rooms for IT courses</li><li>-- collecting the attendance lists</li><li>-- updating the file with the attendance</li><li>-- running surveys after each training</li><li>-- exporting feedback to excel file</li><li>-- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting</li></ul>
Tydzień 7/Week 7	<ul style="list-style-type: none"><li>supporting IT operations activities</li><li>- managing communication within the team and stakeholders</li><li>- maintain computer inventory</li><li>- Instalation and configuration for end-user workstation (Window and Linux)</li><li>- Configuration, monitoring and initial problem solving for network printers</li><li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li><li>- Help in conducting IT session for New Hires</li><li>-- managing courses schedules</li><li>-- preparing materials and rooms for IT courses</li><li>-- collecting the attendance lists</li><li>-- updating the file with the attendance</li><li>-- running surveys after each training</li><li>-- exporting feedback to excel file</li><li>-- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting</li></ul>



Tydzień 8/Week 8	supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Instalation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file -- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting
Tydzień 9/ Week9	supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Instalation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance -- running surveys after each training -- exporting feedback to excel file -- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting
Tydzien 10/Week 10	supporting IT operations activities - managing communication within the team and stakeholders - maintain computer inventory - Instalation and configuration for end-user workstation (Window and Linux) - Configuration, monitoring and initial problem solving for network printers - Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform) - Help in conducting IT session for New Hires -- managing courses schedules -- preparing materials and rooms for IT courses -- collecting the attendance lists -- updating the file with the attendance



	<ul style="list-style-type: none"> <li>-- running surveys after each training</li> <li>-- exporting feedback to excel file</li> <li>-- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting</li> </ul>
Tydzien 11/Week11	<p>supporting IT operations activities</p> <ul style="list-style-type: none"> <li>- managing communication within the team and stakeholders</li> <li>- maintain computer inventory</li> <li>- Instalation and configuration for end-user workstation (Window and Linux)</li> <li>- Configuration, monitoring and initial problem solving for network printers</li> <li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li> <li>- Help in conducting IT session for New Hires</li> </ul> <ul style="list-style-type: none"> <li>-- managing courses schedules</li> <li>-- preparing materials and rooms for IT courses</li> <li>-- collecting the attendance lists</li> <li>-- updating the file with the attendance</li> <li>-- running surveys after each training</li> <li>-- exporting feedback to excel file</li> <li>-- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting</li> </ul>
Tydzien 12/ Week 12	<p>supporting IT operations activities</p> <ul style="list-style-type: none"> <li>- managing communication within the team and stakeholders</li> <li>- maintain computer inventory</li> <li>- Instalation and configuration for end-user workstation (Window and Linux)</li> <li>- Configuration, monitoring and initial problem solving for network printers</li> <li>- Working as second level HelpDesk agent solving IT related end-users problems (windows, linux platform)</li> <li>- Help in conducting IT session for New Hires</li> </ul> <ul style="list-style-type: none"> <li>-- managing courses schedules</li> <li>-- preparing materials and rooms for IT courses</li> <li>-- collecting the attendance lists</li> <li>-- updating the file with the attendance</li> <li>-- running surveys after each training</li> <li>-- exporting feedback to excel file</li> <li>-- prepare student summary presentation about Intern time in IBM based on given questions and present it on department meeting</li> </ul>
<b>Wymagania stawiane kandydatom / Requirements</b>	
Znajomość języków obcych /	<p>Polish – very good</p> <p>English – communicative</p>



Foreign languages	
Profil kandydata (oczekiwane kompetencje) / Candidate's profile (competences)	<ul style="list-style-type: none"> <li>•</li> <li>• able to work methodically, accurately and neatly</li> <li>• good oral and written communication skills</li> <li>• able to work as part of a team</li> <li>• interested in training &amp; development</li> </ul>
Inne / Other	n/a
<b>Dodatkowe informacje / Additional information</b>	
<b>Dane osoby odpowiedzialnej za rekrutację (imię, nazwisko, stanowisko, e-mail, telefon) / Recruitment focal point (name, surname, position, e-mail address, phone number)</b>	
Mariusz Swietochowski – <a href="mailto:mariusz.swietochowski@pl.ibm.com">mariusz.swietochowski@pl.ibm.com</a>	
<b>Określenie potencjalnej możliwości podjęcia zatrudnienia po odbyciu stażu / Job opportunities</b>	
n/a	
<b>Podpis osoby reprezentującej Pracodawcę</b>	<b>Akceptacja Menedżera projektu</b>
n/a	n/a



BIURO PROJEKTU: Dział Obsługi Projektów Rozwojowych

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# Analitika gospodarcza

– odpowiedź na zapotrzebowanie rynku

Człowiek – najlepsza inwestycja



**KAPITAŁ LUDZKI**  
NARODOWA STRATEGIA SPÓJNOŚCI



Uniwersytet Ekonomiczny  
we Wrocławiu

**UNIA EUROPEJSKA**  
EUROPEJSKI  
FUNDUSZ SPOŁECZNY

