

# IT Support - ICO

## Undergraduate Placement

Focus on your future with Worcester, Bosch Group, the market leading heating technologies brand. Synonymous with innovation, engineering excellence and award winning product quality.

**Based in Worcester, you will have the chance to work alongside a dynamic team. During this 12 month programme you will have the opportunity to support on a range of topics including but not limited to:**

- Provide excellent IT Support to our customers over a variety of IT areas.
  - General IT support
  - Mobile and Smart Devices
  - Telephony Systems
  - Audio Visual Systems
- Resolve incidents and requests within agreed targets.
- You will be expected to deal with customers face to face and via telephone.
- Investigate issues and devise solutions.
- Track hardware returns with suppliers.
- Install and configure hardware.
- Test failed equipment.
- Maintain and develop processes and knowledge
- Record all user issues and resolutions
- Ensure the availability of hardware for customers

### Your profile:

- Be an undergraduate student with a desire to complete a 12 month work placement as part of degree studies.
- Computer literate with a good knowledge of Microsoft Office packages and ready to embrace new ways of working through digitalisation.
- Ability to adapt quickly to changing working environments.
- Good organisation and planning skills with the ability to prioritise workload.
- Have the confidence to challenge and propose new ideas.
- Ability to communicate confidently with people at all levels.
- Have the capability to work well in a team as well as independently, using own initiative.
- Good attention to detail and a quality mind-set.
- Inquisitive nature who enjoys problem solving.



**Interested? Send us your CV/Cover letter.**

Email: [jobs.worcester@uk.bosch.com](mailto:jobs.worcester@uk.bosch.com)

Please quote: **Undergraduate/ ICO IT**

Closing date: **16 March 2018**



**BOSCH**