

Application deadline: 17 March 2021

Partner Helpdesk Service Internship

ABOUT EIT URBAN MOBILITY

The website of EIT Urban Mobility is <https://www.eiturbanmobility.eu>

EIT Urban Mobility, supported by the European Institute of Innovation and Technology (EIT), acts to accelerate positive change on mobility to make urban spaces more liveable.

EIT Urban Mobility is an initiative of the European Institute of Innovation and Technology (EIT). Since January 2019 we have been working to encourage positive changes in the way people move around cities in order to make them more liveable places. We aim to become the largest European initiative transforming urban mobility. Co-funding of up to € 400 million (2020-2026) from the EIT, a body of the European Union, will help make this happen.

	<i>We create systemic solutions that will move more people around the city more efficiently and free up public space.</i>
	<i>We bring all key players in urban mobility together to avoid fragmentation and achieve more.</i>
	<i>We engage cities and citizens from the word go, giving them the opportunity to become true agents of change.</i>

The **Partner Helpdesk Service Intern**, under the guidance of the IT Manager, will provide user support and customer service to general queries coming from Partners and external collaborators in relation to the implementation of new IT tools. Troubleshoot problems, escalate cases to the corresponding team and advise on the appropriate action.

MAIN TASKS

Tasks and responsibilities include:

- Support the management of requests for assistance via email, ticket or phone



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- Collaborate on diagnosis and resolution of technical hardware and software issues
- Research questions using available information resources
- Collaborate on advising user on appropriate action
- Follow standard help desk procedures
- Support the logging of all help desk interactions
- Support in the administration of helpdesk tool (ticketing tool & mailbox)
- Follow up with customers and users to ensure complete resolution of issues
- Redirect problems to correct resource
- Identify and escalate situations requiring urgent attention
- Support in tracking and routing problems and requests and document resolutions
- Help in resolving technical problems with Local Area Networks and Wide Area networks
- Collaborate on preparing activity reports
- Identify recurring problems
- Stay current with system information, changes and updates
- Help updating training manuals for new and revised software and hardware

EDUCATION, QUALIFICATIONS and EXPERIENCE

- Bachelors' degree preferred
- working knowledge of fundamental operations of relevant software
- experience researching, analysing and interpreting automated system problems
- knowledge of relevant call tracking applications and ticketing tools
- knowledge and experience of customer service practices
- related experience and training in troubleshooting and providing help desk support

KEY SKILLS:

- Min C1 level in English: oral and written communication skills
- Customer service orientation
- Problem analysis / Problem-solving
- Adaptability
- Team interaction
- Planning and organizing
- Attention to detail



CONTRACT TYPE

- 6 months Full-time internship agreement or “contrato de prácticas”.
- Gross monthly salary: 1 450 Eur

LOCATION

- Barcelona

APPLICATION PROCESS

EIT Urban Mobility is an equal opportunity employer and values diversity. To build a strong digital Europe that works for everyone it is vital that we have diverse range of skills, knowledge, and experience in the sector. Therefore, we welcome applications from anyone who meets the above criteria and encourage applications from women, ethnic minorities, and other underrepresented groups.

- To apply for this internship, please send a full application form consisting of a letter of motivation highlighting how your skills or experience matches the internship requirements and a current curriculum vitae to internship@eiturbanmobility.eu
- Save the files as “Partner Helpdesk Service Internship - First Name Last Name” *in PDF format*.

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Data Protection Disclaimer

Your personal data will be handled with utmost care by the EIT KIC URBAN MOBILITY, S.L. or its subsidiaries, as responsible. The aim of collecting this data is for the recruitment of the offered internship. We will process your personal data following your consent made by applying to such job offer.

This will allow us:

- to enable you to submit your CV to apply for specific roles;
- to match your details with the internship vacancies and to eventually contact you;
- to retain your details and notify you about future internship opportunities similar to the specific tasks for which you have contacted us;
- to answer your enquiries.

Funded by the
European Union



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Please note that your details may be shared with external parties supporting in the selection and review process. However, data will not be shared beyond these parties. We will keep your personal data only for as long as necessary.

Should you have any questions about Data Protection or you want to exercise your rights (access, correction, erasure, object or restrict processing, data portability, and any other relevant right), please email recruitment@eiturbanmobility.eu.

