



Job Specification – IT Infrastructure Intern



ING's purpose is 'Empowering people to stay a step ahead in life and in business'. Every ING colleague is given the opportunity to contribute to that vision. We champion self-reliance and foster a collaborative and innovative culture. The Orange Code is our global manifesto for how we stay true to our purpose and our tradition of reinvention and empowerment. It is made up of **ING Values** (we are honest; we are prudent; we are responsible) and **ING Behaviours**: (you take it on and make it happen; you help others to be successful; you are always a step ahead). For us, success will only be achieved if we act with **Integrity**.

Some companies see diversity as a box to be ticked. We see it as fundamental to our success and we encourage a proper work/life balance. At ING, you'll only be judged on your performance in line with the Orange Code. And that's a promise.

Core Information

Job Title:	IT Infrastructure Intern
Business/Function:	Wholesale Banking
Department:	IT/WPS & Infra
Line Manager:	Scott Roff
Core Hours of Work:	Full Time 9.00am – 5.00pm
Internship Programme	9 month paid internship programme running from September 2020 to June 2021.
Status:	Temporary
Required start date:	September 2020

Job Specification

Overview:

As an IT Infrastructure Intern, your main responsibility will be to assist the IT team in supporting the ING UK office, this will include maintaining, upgrading & monitoring key computer systems whilst also being involved in ongoing projects we are currently undertaking. You will be an integral part of the process for colleagues and internal users when they experience problems or need help setting up equipment.

Main Duties and Responsibilities of Role

- Attend daily stand-ups to define your daily and weekly activities along with current issues
- Working with International IT teams (both internal & external) to assist in troubleshooting, identifying root cause & providing technical support
- Troubleshoot hardware and software errors by running diagnostics, creating analysis documents & assessing business impact
- Aid in maintaining our internal infrastructures including, laptop and desktop computers, servers, printers, phones, security updates; support internet, LANs, WANs
- Assisting with IT Risk and Audit requirements
- Onboarding & offboarding users
- Assisting with ongoing projects as required
- Identifying potential changes and system improvements & presenting these to the team to drive innovation and continuous improvement
- Working with the rest of the interns to put together 'meet the manager' sessions amongst the managers, networking events and product sessions.



- Thinking of ideas for charity events for the London office and taking them on and making them happen!

Career Potential

This role provides an excellent opportunity to gain an introduction to working within the IT function/department.

Candidate Profile

Qualification/Education

Essential: A recent graduate or looking to do a university placement year.

Experience/Knowledge

Essential: Dealing diplomatically, tactfully and sensitively with people in difficult situations
Problem solving skills
Attention to detail
Must have the resilience and ability to work under pressure
Able to use own initiative
Degree within a Technology subject
Good IT skills in a range of SW packages
Basic Networking skills
Knowledge of VMWare

Desirable: Some experience in IT support
Understanding of IT solution lifecycle and methodologies such as Agile
Knowledge of SharePoint would be useful
Knowledge of PowerShell & Scripting
Knowledge of cloud technologies (Azure, O365, etc)

Personal Competencies

Essential: Someone who can work well as part of a team as well as own initiative, good time keeper and well organised.
Good communication and interpersonal skills are required both for interaction between team members and customers.
Good PC skills, including a working knowledge of Word, Excel & Outlook.
Someone with a professional and confident manner.
Good verbal and written communication skills.
Approachable and friendly.
An organised and details orientated individual.
A team player who has the ability to develop strong relationships with clients, candidates and colleagues.
Someone who will also play a big part in the intern team and represent the department well.
Proactive.
Professionalism.
Ability to execute tasks independently and manage/prioritize workload.
Willingness to learn.

Click [here](#) to find out further information on this intern programme and how to apply