



Job Specification – IT WPS / Infra Intern



ING is a global bank with a strong European base. Our over 56,000 employees serve around 38.8 million customers, corporate clients and financial institutions in over 40 countries. Our purpose is to empower people to stay a step ahead in life and in business. This purpose guides us in everything we do.

Our products include savings, payments, investments, loans and mortgages in most of our retail markets. For our Wholesale Banking clients, we provide specialised lending, tailored corporate finance, debt and equity market solutions, payments & cash management and trade and treasury services. Customer experience is what differentiates us and we're continuously innovating to improve it. We also partner with others to bring disruptive ideas to market faster.

'Do your thing' is our new brand direction and our first global tagline. It articulates our purpose and our promise to make banking frictionless. It's about encouraging people to do more of the things that move them and their business. 'Do your thing' is not about irresponsible behaviour but about people being free to live the life they want to live, knowing that they will make their world a little better for it.

Job Title:	IT WPS / Infra Intern
Business/Function:	IT/WPS & Infra
Line Manager:	Scott Roff
Core Hours of Work:	Full Time – 9.00 am – 5.00 pm
Duration	9 month paid internship programme running from October 2021 to June 2022
Status:	Temporary
Required start date	October 2021

Job Description

The ING London Internship Programme: A structured programme aimed at university students and recent graduates. The programme will offer first-hand experience of what a career at ING is like by giving you an opportunity to observe and get involved in the day to day running of the business. An internship at ING will allow you to explore your interests and develop your professional skills and capabilities.

Job Responsibilities

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!
- Actively participate in volunteering opportunities available through ING's charity partnership initiatives;
- Think of ideas for charity events for the London office and take them on and making them happen!

Your Work Environment

The IT Infra / WPS squad consists of colleagues and vendors responsible for delivering important IT workplace and infrastructure services to the wholesale bank. We are a *relatively* small team (approx. 25 colleagues) working remotely and also normally in the office in a dynamic environment running multiple initiatives and delivering operational support to users across the bank.

Career Potential

This role provides an excellent opportunity to gain an introduction to working within the department, with the potential to apply for permanent roles as available.

Who Are We Looking For?

Required Skills

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

Must have the right to work in the UK for the whole duration of the proposed internship

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

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.

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)

What Type Of People Are We Looking For

Creating a differentiating experience starts with ING's culture: entrepreneurial, open, collaborative, innovative and energetic. Who we are and how we work are set out in our Orange Code. Our values are the non-negotiable promises we make to the world. The principles we stick to no matter what are: we are honest, we are prudent, and we are responsible. Our behaviours are the commitments we make to each other and the standards by which we measure performance. These behaviours are what set us apart. We are looking for people who apply these behaviours: you take it on and make it happen, you help others to be successful and you are always a step ahead.

With integrity above all, the Orange Code is our manifesto describing the values and behaviours that define us and what it means to be ING.

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