Support Engineer Trainee

Link: Support Engineer Trainee

Location: Rome, Italy

What You’ll be Doing

A Support Engineer Trainee will get familiar progressively with technical service and support to our customers. The technical development is rapid, and you will be continuously keeping your competence and skills up to date. The activities covered by this internship, will be related to

— Isolate, troubleshoot and restore the service impacted by the incident
— Stabilize and optimize customer networks
— Configure and integrate different nodes and solutions in new and live customer networks.
— Collaborate, and communicate even in international environment, both with colleagues internally as well as customers and suppliers to Ericsson
— Customer Issue handling
— Handling of support in multi technology environment

What We’re Looking For

— Technical Telecom, Electronics, or Computer Science Engineering major
— Telecom and IP Area knowledge
— Microsoft Office application proficiency (Word, Excel, PowerPoint, Outlook)
— Ability to communicate well in English, verbal and written
— Excellent communication and interpersonal skills
— Negotiation & argumentation skills
— Planning & organizing skills
— Delivering results & meeting customer expectations
— Potentially might have to travel.
— English and Italian are mandatory languages
— The will and ability to work in a fast-paced, ever-evolving environment and learn, learn, learn

Who You Are

— You are to-be-graduated students or newly graduated in 2018/19;
— You have a strong desire for understanding the most advanced technology in the world
— You are innovative, out-of-the-box person and you now look for a great chance to start your career path;

Why You want to Work with Us

— Opportunity to be a part of an international company powered by technology and customer interaction
— Understanding and delivering services included in support services organization portfolio
— Industry related training, development, and mentorship from our team
— Practical experience in the on-going projects with the top Telecom operators
— Exposure to the most recent trends of global technology
— Work in a great environment where relationships and team playing are a key factor