Deloitte Touche Tohmatsu

Information Technology Services (ITS) Internship – Business Application Support

Job description:

- Provide business application support to partners and employees of the firm via phone call, email and IM tool
- Answer application usage enquiry on two core business applications, perform first-level trouble-shooting on user reported issues and escalate issues to second-level support for resolution
- Build understanding of the two core business applications and related processes through proactive learning
- Track and report application support calls for knowledge sharing
- Assess and channel user feedback for continuous system improvement
- Handle general helpdesk calls on MS Windows operating system and MS Office productivity tools on rotation/ad-hoc basis
- Assist in software installation for computer desktop/laptop upgrade, Windows update/upgrade, etc. as and when needed

Requirements:

- Year 2 – 4 students majoring in Computer Science, Information System or related disciplines
- Previous part-time work experience is highly preferable
- Able to undergo internship for at least 6 months, and manage time effectively between study and internship
- Flexible to undertake different types of work assignments
- Good computer, analytical and problem solving skills
- Cautious and good at attending details
- Mature, responsible and committed
- Self-motivated and eager to learn
- Team oriented with good interpersonal skills
- Excellent command of written and spoken English and Chinese (Cantonese and Putonghua)

Internship Period:

- From September 2016 to May 2017 (Part-time basis)

For interested students, please send your updated resume to dttintern@deloitte.com.hk on or before 12 August 2016 (Friday).