

Cloud Support - Intern

Western Cape, 7530 Administration, Finance and Legal Full time 1119037 Remote: No

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Cloud Support - Intern

This role has been designated as 'Office', which means you will primarily work from an HPE office.

Job Description:

Hewlett Packard Enterprise advances the way people live and work. We bring together the brightest minds to create breakthrough technology solutions, helping our customers make their mark on the world.

HPE makes Hybrid IT simple. HPE helps customers to design the right mix of Hybrid IT to serve their unique needs. We bring next generation infrastructure that uses intelligent software to simplify and accelerate the delivery of new apps, services and business insights. Providing with new ways to deliver and manage IT on-premises and in the cloud.

At HPE we believe in bold moves, the power of "Yes we can", and being a force for good. Our work thrives on differences, fuelling creativity to give our customers all they deserve. But our work is far from over. In fact, we continuously push for better. We empower our team members to make an impact on our business and in the world while fostering a culture that is unconditionally inclusive. Whether you're looking for an internship or to start your professional career, at HPE you'll be in a position to create and collaborate on projects that challenge and inspire you.

How will you make your mark?

- Delivery of remote support on a range of technical incidents and problems across the client base
- Responding appropriately to, and effectively resolving, customer incidents, queries, or complaints.
- You will have a 'hands on' problem solving approach, solving problems within strict SLA timeframes
- Work on cases remotely via phone, email, and Internet
- Hardware, software, desktop, network, and infrastructure support
- Take ownership of incidents assigned to you and manage them through to resolution.
- Application troubleshooting

If you are...

- Recent Graduate (Within the past 12 Months) in Computer Science/Engineering or something IT related.
- Proven ability to effectively communicate, both written and verbally.
- A high level of energy, drive and enthusiasm,
- Drive to thrive in a fast-paced environment.
- Detail Orientated
- Customer Obsessed
- Have obtained a BSc, BCom, Diploma or N6 in related field

We offer

- Diverse and dynamic work environment
- Work-life balance and support for career development
- An amazing life inside the element! Want to know more about it?

Then let's stay connected!

-> <https://www.facebook.com/HPECareers>

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Job:

Administration

Job Level:

N/A

Hewlett Packard Enterprise is EEO F/M/Protected Veteran/ Individual with Disabilities.

HPE will comply with all applicable laws related to the use of arrest and conviction records, including the San Francisco Fair Chance Ordinance and similar laws and will consider for employment qualified applicants with criminal histories.

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