



## Geodis SCO Internship program

### Junior IT Infrastructure Support

*Belgrade*

GEODIS is a Lead Logistics Provider who manages our customers' supply chain by providing end-to-end solutions enabled by our infrastructure, our people, processes and systems. Our mission, vision and values reflect who we are as an organization, our approach, and what we bring to the partnership with our customers. Here is our approach to win customer's trust: understanding the needs, designing the best solutions, executing them consistently across the world, measuring operational performance and identifying areas for continuous improvement. GEODIS services over 160,000 customers globally, thanks to more than 40 000 employees. Geodis Supply Chain Optimization (SCO) values are Transparency, Excellence, Value, Intimacy and Agility.

### **With the Ambition to serve these values, we are searching for a new Talent within the IT Department**

**Junior IT Infrastructure Support** will have the opportunity to be part of the following tasks and responsibilities:

- Understand local IT infrastructure and contract with external providers
- Understand and measure expected service levels, define related KPIs
- Propose improvement both in terms of technical innovation and service operations efficiency
- Manage user issues either directly or involving external provider
- Monitor network and laptops performance, properly address required actions
- Ensure proper documentation is available reflecting latest level of infrastructure used

- Track HW and SW costs collaborating with providers and internal finance
- Analyse market for potential service cost/quality improvement
- Conduct periodical surveys to evaluate and maintain end user satisfaction
- Define, plan and conduct with involved parties, periodical DRP tests to ensure IT infra stability

#### **Technical skills:**

Targeted profile is a Network Infrastructure Engineer

- Networks (LAN, WAN...) architectures, programming...
- Cisco network infrastructure components
- Cisco IP telephony
- Windows/Servers
- Windows Active directories management
- Could be a plus: extended O365 knowledge

#### **Behavioural skills:**

- Structured and Client oriented communication
- Analytical, problem solving approach
- Curiosity towards IT capabilities linked to service provided vs perceived by users

#### **We can offer:**

- Paid internship - The duration of an internship is 6 months
- Part time internship
- Flexible working hours
- Internal training and support
- A dynamic, international working environment
- Great opportunities for career and personal growth
- Positive working atmosphere in an open-minded multicultural team

**Position reports to:** IT Operations Team Leader

You are fluent in English and ready to invest in a decentralized, international and fast-moving environment, then send us your summary and motivations for this position on the e-mail: [hr.sco.emea@geodis.com](mailto:hr.sco.emea@geodis.com)



**GEODIS**