Geodis SCO Internship program

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

- Develop knowledge of our processes and core business applications, to enable understanding of functions and setup possibilities required to execute logistics processes for our Customers
- Collaborating daily with our operations and business First Level Support (business Key Users), contribute to manage IT incidents occurring on business applications
- Document recurring incidents for problem management and risk avoidance
- Contribute to improve the IT solution, including changes (specification, test and deployment) and application upgrade

- Manage user access on IT business applications, improve documentation over user access process
- Contribute to daily EDI flows monitoring and analysis for stability over operational process execution
- Promote innovation opportunities within our teams leveraging learning from University

Base set of skills:

- Logical thinking and structured communication
- Analytical approach, Data crunching
- Curiosity towards business processes and IT capabilities associated to operational execution
- practice over IT development to address problem solving - e.g. as part of University studies
- MS Office pack (Excel, PowerPoint)
- Fluent English
- Plus: passion over new technologies opportunities (IoT, Blockchain)

We can offer:

- Paid internship - The duration of an internship is 6 months
- Full time internship
- Working hours: 09am to 5pm
- 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

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