

# Service and Support Engineer focus Development – student internship (f/m)

## COMPANY DESCRIPTION

SAP's vision is to help the world run better and improve people's lives.

As the cloud company powered by SAP HANA®, SAP is a market leader in enterprise application software, helping companies of all sizes and industries run better. SAP empowers people and organizations to work together more efficiently and use business insight more effectively. SAP applications and services enable our customers to operate profitably, adapt continuously, and grow sustainably.

At SAP, we believe in the power of collaboration and empower our employees to perform at their best in an environment that encourages free and open expression of ideas. You'll work alongside creative thinkers who share your interests, while turning big ideas into reality for our customers. With innovative job training, mentors to help you grow, and the flexibility to balance your work and personal life, you'll be able to get more out of your career. It's no wonder that some of the sharpest minds from around the world are working for a company that is consistently recognized as a global top employer.

Now it's your turn to take the next step and help make the world Run Simple.

## PURPOSE AND OBJECTIVES

SAP Global Service & Support is recognized for its world-class service and support offerings. We continuously strive to further improve our service and support portfolio with the goal of bringing maximum value to our customer's business by utilizing the full potential of SAP software.

SAP offers several service and support models to customers, either for any SAP solution on premise or for the ever growing number of our cloud customers. For all these service and support programs new service and support components need to be developed constantly to maintain and grow SAP's competitive advantage. We are now looking for your help to develop new service products especially across all of our service and support models for SAP's cloud solutions.

You will be working in a team, collaborate also with our global support delivery locations in a virtual development team and also travel onsite customers to deliver new service offerings.

## EXPECTATIONS AND TASKS

The Service and Support Engineer takes over the following tasks:

- Develop a web-based tool for internal and external collaboration, which keeps records of interactions, executes pre-defined workflows of common tasks, obtains relevant data for market analysis and performance reviews, executes resource planning tasks, ensures quality control, provides access to relevant reporting for customers etc.
- <https://www.youtube.com/watch?v=O5T0LijBLnY>

## EDUCATION AND QUALIFICATIONS / SKILLS AND COMPETENCIES

You are the right person for this job if you bring in the following:

- University degree in either Information Technology or Computer Science

- Basic experience with IT services from e.g. an internship in an IT department or in a software production company are appreciated
- Knowledge of the software development life cycle and familiarity with agile development approach (SCRUM)
- Strong analytical and conceptual skills, flexible, innovative and analytical thinking;
- Ability to create and analyze software architecture / designs and communicate architecture with multiple stakeholders
- Excellent verbal and written English language (C1) and communication skills
- Interest in understanding SAP product and solution offerings and their relation to our customers business processes
- Knowledge in Web technologies such as JavaScript, jQuery, CSS, XML, HTML5, OData and Polymer
- Knowledge in object oriented concepts, data structures and algorithms, client-server technologies
- Ability to evaluate and understand customer requirements and define an efficient solution
- Understanding of new SAP technologies in the area of SAP Cloud Stack such as HCP, SAPUI5, SAP Web IDE, Native/Hybrid mobile application development an advantage
- Strong interest and passion for innovation technologies like Cloud, Mobile/UX & or SAP HANA
- The ideal candidate has an interest in working in a customer facing department, willingness to work with customers hands-on on occasion
- Proactive and self-motivated, able to work within a team and with minimal guidance

## WORK EXPERIENCE

This is a student internship position for upcoming graduates and candidates with 0 to 3 years work experience.

### Employment Type

6 month internship with potential for full time contract

### Job Location

Dublin, Ireland  
Germany

### Reporting to

Ms. Sarah Machon

### Travel

20-50%

### Contact Information

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