

## **Job Description IT Computer Science Internship**

### **Responsibilities**

Below are the responsibilities for an IT Computer Science Intern. During your internship, you will be assisting with the below job scope under guidance of your senior/supervisor.

- Provides ITIL Service disciplines, covering Incident, Problem and Change Management.
- Provides technical support and administration on server, storage, virtualization and networking.
- Works with department manager to establish standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications.
- Implement policies/standards to improve the quality and efficiency of support services based on ITIL methodology.
- Works closely with the IT Service Desk and other Specialist to ensure a timely, robust and comprehensive service transition process.
- Works with the Service Desk team to set SLA criteria for the availability and performance of the IT infrastructure.
- Responsible for overall system and infrastructure availability and develop a resilient infrastructure to reduce failures.
- Responsible for day-to-day system administration, including management of internal network, VPN, Application Servers, and system backups.
- Responsible for management of the rollout and support of desktop devices, including laptops and printers, and productivity tools such as Outlook and MSOffice. Ensures that systems, processes and methodologies are maintained, followed to ensure effective monitoring, control and support of service delivery.
- Ensures delivery of individual and team projects allocated within aggressive delivery times.
- Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures.
- Monitors business critical processes and systems.
- Installs, configures and supports new and existing servers and network infrastructure.
- Plan and implement upgrades needed to maintain service levels.
- Develop and lead the replacement of infrastructure at end of life.
- Conducts testing and analysis of all components of network and server infrastructure components.

- Maintains server uptime consistent with Business goals and metrics.
- Maintains and constantly improves server and network performance, reliability and security in line with ISO 27001 and best practice.
- Execution of DR tests as planned and agreed.
- Maintains a schedule of formal service reviews with key stakeholders and management of the key 3rd party providers who provide the IT operational service.
- Provide occasional out of hours support.
- Performs any other duties as may be required from time to time

**Requirements:**

- Final-year student of bachelor's degree in Computer Science/Information Technology or a related degree
- Minimum 3-months internship period.
- Working knowledge of server and storage technologies, virtualization and networking
- Proven competency to handle confidential/sensitive information in an appropriate and secure manner
- Proven basic numeracy and excellent quantitative analysis
- Proven ability to manage multiple projects/initiatives simultaneously and execute to completion in a timely manner
- Proven competency to handle confidential/sensitive information in an appropriate and secure manner
- Demonstrate fluency in both written and spoken English

**Additional information:**

- Office based in KL Eco City
- Walking distance to LRT Abdullah Hukum
- Office Hours: Monday - Friday, 9am - 6pm
- Smart Casual Fridays
- Job Type: Internship
- Salary: RM650 per month