## Traineeship Description

<table>
<thead>
<tr>
<th>Job Area</th>
<th>Information &amp; Communication Technologies (ICT Unit)</th>
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<td>Job purpose</td>
<td>The ICT team trainee is a member of a small team and will help to provide technical ICT support to Eurofound staff.</td>
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### Main responsibilities
- Technical support to ICT Help Desk - Fault finding and problem resolution.
- To assist with technical preparation and roll-out of Windows 10, office 2016, Office 365 and Skype for Business.
- Installation, configuration and trouble shooting of software / hardware systems - (windows 7, Windows 10) Skype for Business, OneDrive, Office 365.
- Preparation of hardware / software - PC/Laptop set-up, configuration.
- Network Card, Memory upgrades, software drivers.
- Support of standard Windows 7 / Windows 10 application software
- Other responsibilities will include:
  - Supporting the work of the ICT unit as required.

### Desired Academic background
- University degree in a Computer discipline

### Desired Skills
- Microsoft Office product suites - installation, configuration and problem solving.
- Internet / Intranet software components.
- Good interpersonal skills and good ability to communication both orally and in writing.
- Good language ability - fluent in English

### Expected learning outcomes
- To familiarise with the work of the EU Institutions and EU Agencies;
- To develop a good understanding of the work of the ICT Unit and it’s role in helping Eurofound to deliver on it’s business objectives.
- To gain a deeper understanding of a modern technology driven work environment and get exposure to the latest hardware and software solutions.
- To develop and enhance communications skills.