



Apply

Graduate Program - Enterprise Technical Support

Cork/Ireland

Keen to kick-off your career in IT?

If you are interested in the latest technologies and want to make a difference to our customers, Dell Technologies is the right place for you!

The Technical Support Services Graduate Program is looking for graduates to join our EMEA Support Services team. As part of the program you will undergo an intensive training over a 12-month period, with focus on different technologies, soft skills and hard skills. You will play an important role in solving customer's everyday problems related to complex technical issues, as well as creating and updating our CRM and Knowledge Base.

What can you expect?

- Work with our highest tech & most sophisticated products – from IT hardware and software to servers, networking, storage and the cloud
- Troubleshooting and solving technical issues related to installation, operation, configuration, customization, performance and usage
- Collaborating daily with multiple stakeholders (Engineering, Field Teams, Management) in order to seamlessly resolve complex technical issues
- Documenting all issues accurately and creating knowledge articles on all new issues.

What do we offer?

- Permanent contract
- Trainings, certificates and educational opportunities
- Work-life balance
- Career and development opportunities
- Ongoing training and research to keep up to date with product developments

Who are we looking for?

- Bachelor's Degree in a technical or related discipline within 12 months of graduation
- Excellent communication skills, in both written and verbal English

- A passion for collaborating, solving problems and interacting with customers
- Multi-tasking and prioritizing skills with attention to detail

Interviews will take place remotely via Zoom.

Applications must be 2020 or 2021 graduates.

Start Date: June 2021

Dell Technologies is a unique family of businesses that helps organizations and individuals build their digital future and transform how they work, live and play—providing customers with the industry’s broadest and most innovative technology and services portfolio. We value our customers, winning together, innovation, results and integrity. Grow your career with a highly competitive salary, bonus programs, world-class benefits and unparalleled learning and development opportunities— all at a company that is proud to be diverse and inclusive. Learn more on how we are closing the diversity gap [here](#).

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