

Application code: IN04

Opportunity details: This is an IT Service Management Internship. It is a hands-on internship, covering incident management, change management and service desk support. You will be responsible for developing an internal knowledge base, analysing reports across the IT infrastructure and undertake troubleshooting to improve workflows

**KEY WORDS:** IT SERVICE, SERVICE DESK, TICKETS, TROUBLESHOOTING, IT INFRASTRUCTURE.

Company profile: An independent subsidiary of HP Inc. who provides technology to businesses to streamline and automate administrative tasks.

Location: Maidstone, Kent.

Dates: 12 weeks - dates to be confirmed between you and the employer. Work to be undertaken between June and September 2025.

Post-September: Unconfirmed – to be confirmed at interview stage.

Remote Working: There is an opportunity for this role to have a hybrid working arrangement.

Criteria: You must be studying a Business, IT or Maths related degree. Basic understanding of IT concepts. Please contact the EP team if you want more details about the role.

**Recommended for:** School of Computing, School of Maths, Statistics and Actuarial Science, School of Engineering, Graduate and Researcher College.