Erasmus Student Work Placement in the UK

EMPLOYER INFORMATION	
Name of organisation	Burstfire Networks
Address inc post code	Davenport House, 16 Pepper Street, London, E14 9RP
Telephone	+44(0)20 7127 4922
Fax	020 7900 3652
E-mail	Sales@burstfire.net
Website	www.burstfire.net
Number of employees	5
Short description of the company	Burstfire is a pioneering Cloud Solution Provider based in London's Canary Wharf. We have a wide range of products, from outsourced IT manager, web hosting and colocation to advanced BGP IP connectivity and hardware solutions.
CONTACT DETAILS	
Contact person for this placement	Peter Bell
Department and designation / job title	Client Business Manager
Direct telephone number	0207 127 4928
E-mail address	Peter.bell@burstfire.net
Application Procedure	
Who to apply to (including contact details)	Peter Bell
Deadline for applications	No Deadline, we consider anyone on an on-going basis.
Application process	CV with covering letter submitted. We will review candidates internally and offer telephone/face to face interviews to successful candidates.
Other	Passion for IT essential.

Please provide as much information on the placement as possible – too much information is better than not enough!

PLACEMENT INFORMATION	
Department / Function	Support / IT Support
Description of activities	The successful candidate will be providing telephone and remote support to a wide variety of clients. We need someone to be responsible for resolving and logging a variety of server, desktop and networking issues, in a support and help desk capacity. The successful candidate will benefit from on-going training from senior engineers and support for exams.
Location	Canary Wharf, London
Start Date	ASAP
Duration	6 Months minimum
Working hours per week	40 hours per week
Accommodation (please select)	☐ Accommodation will be provided ☐ We can assist with finding accommodation ☒ Student to make own arrangements
Details of financial and "in kind" support to be provided	We pay our interns a nominal fee of £250 per month to cover travel and other expenses.
Other	Burstfire is embarking on a new internship program and we are hoping to be able to help the best interns into full time employment with us at the end of their internship. With this in mind, we only consider applicants who are in their final year of study and therefore potentially available for employment following their internship. We can support interns for the duration of the program by giving them relevant projects to work on as well as time to finalise their dissertations.

COMPETENCES, SKILLS and EXPERIENCE REQUIREMENTS	
Languages and level of competence required	Proficiency in spoken English, reading and writing are essential.
Computer skills and level of skills required	The candidate must be able to demonstrate in depth understanding of PC hardware and software as well as a basic understanding of networking concepts (e.g. TCP/IP, POP3, SMTP, DNS, DHCP and the Internet). A good working knowledge of the variety of Microsoft Windows operating systems and popular applications is necessary. The role will require candidates provide first-level support to end-users and a degree of

	patience is important.
	Previous experience with an IT support company will be advantageous, though PC knowledge based on experience with own PC will suffice.
Drivers license	N/A
Other	As our interns are required to interact with suppliers and customers, it is essential that applicants have very strong interpersonal and communication skills. The position is perfect for out-going personalities who enjoy working in a dynamic team and thrive on building rapport with 3rd parties.

INFORMATION PROVIDED BY	
Name	Peter Bell
Department / Function	Sales / Client Business Manager
E-mail address	Peter.bell@burstfire.net
Phone number(s)	0207 127 4928
Date	25/07/2013

Please return this form by email to erasmus@britishcouncil.org