



## Information Technology Internship

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

### Position Overview

The IT Intern will support our in-house IT department in providing technical assistance, maintaining computer systems, and configuring hardware and software. The successful candidate will be able to troubleshoot and resolve technical issues, assist with the implementation of new technologies, and provide training and support to team members.

### What You'll Need



#### Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



#### Innovation

Here at Bidvest Insurance, we love to **challenge convention** and lead the way into the future! Leave that old trusty box at home and lets get creative



#### Think on your feet

Hand in hand with innovation, you need to be able to think on your feet. We work in a fast paced environment which often requires us to **adapt and think fast!**

### Our Values

At Bidvest Insurance, we are all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



We always do the right thing, even when no one is looking



We're enthusiastic in everything we do - our energy is infectious



We're committed to understanding our customers, partners and colleagues

## Key Responsibilities and Duties

- ▶ Provide IT and technical support to staff at the office.
- ▶ Attend to technical administration.
- ▶ Provide IT support for operational systems data and performance analysis.
- ▶ Required to perform any task as and when required by management.
- ▶ Provide support to business users for applications.
- ▶ Management of application issues logged with IT, for development or major fixes, from logging of issue until resolution and roll out.
- ▶ Prepare monthly reports on all application issues logged with IT and internally to analyse and establish root causes.
- ▶ Analyse nature of application issues being experienced and make recommendations for changes to systems or processes.
- ▶ Effective roll out of issue resolution through communication and training
- ▶ Work closely with IT Applications Team on new development and projects
- ▶ Prepare/assist in the preparation of Business Requirement Specifications for IT development projects.
- ▶ Continuously evaluate the use of systems/applications in relation to current processes to identify opportunities to improve.
- ▶ Work closely with Operations to understand the needs of the business.

## Qualifications

- ▶ Grade 12/Matric.
- ▶ Degree/ Diploma in IT or any relevant qualification
- ▶ Certified copy of your ID.
- ▶ Certified copy of Academic Transcript.
- ▶ Your CV and motivational letter
- ▶ Must be an SA Citizen between the age of 18-35 years old.
- ▶ Must have not previously done an internship prior (SETA/ Government).

## Knowledge and skills

- ▶ Written and verbal communication skills
- ▶ Determination and proactivity– to learn, perform quality work and develop yourself.
- ▶ Strong knowledge of Network Administration and Information Technology
- ▶ Experience with Troubleshooting and Network Security
- ▶ Excellent Customer Service skills
- ▶ Provide support to the Sales Team
- ▶ Strong problem-solving skills and attention to detail
- ▶ Ability to learn quickly and work well in a team environment.
- ▶ Experience with Microsoft Office and Windows Operating Systems

### Submissions:

Preference will be given to PDI candidates in line with our EE

Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Should you not hear from us within 2 weeks from date of application, please consider yourself unsuccessful

Bidvest Insurance is an authorised Financial Services Provider

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