



SAP iXp Internship Customer Interaction Centre - Support Associate

LOCATION

Ireland, Galway

WORK AREA

Customer Interaction
Centre

EXPECTED TRAVEL

0-10% within Ireland

CAREER STATUS

SAP iXp Internship

EMPLOYMENT TYPE

Limited Full Time
6 months internship



CIC: [JOIN THE CUSTOMER INTERACTION CENTRE TEAM AT SAP GALWAY](#)

iXp: [THERE'S MORE TO AN INTERNSHIP AT SAP IRELAND](#)

APPLY TO

[SAP CAREERS](#)

What is SAP iXp?

SAP's Internship Experience Project is a paid program that gives university/college students the space to find purpose in their careers. We believe that through placing passionate people on the right teams, providing leadership & learning opportunities, & working on impactful projects, purpose is born. Piqued your interest?

Three reasons to apply for SAP iXp:

- No more fetching coffee: Work on in-depth projects, emerging products, & technologies that drive business results
- Lifelong learning: Meet with mentors, make new friends, & attend learning sessions from diverse subject matter experts
- Gain visibility: With iXp in your title, you will have a global network of SAP leaders, entrepreneurs, & career development opportunities at your fingertips throughout

What you'll do:

In the CIC, you will find yourself in a friendly multinational & multicultural learning environment. Joining the Customer Interaction Centre will lay your foundations for a successful career after UNI/College.

- You will provide high-quality customer interactions through the processing of inbound customer calls, emails, chats & webforms
- Analysing customer's non-technical queries, researching possible solutions & providing solid answers easily understood by the customer
- Evaluating from a commercial perspective how the customer's technical issue affects their daily business processes through gathering comprehensive business impact information
- You will assist & educate customers in navigating support pages, educating them on how use software download & license key functions
- Collaborating with colleagues across SAP teams, engaging with appropriate stakeholders ensuring all customer cases are resolved effectively & in a timely manner

Who you are:

- Commitment to provide excellent customer service
- Passionate & dedicated team player
- Strong time management, prioritization & multi-tasking capabilities; utilising available time efficiently to achieve effective & efficient results
- Enjoys & thrives on performing multiple tasks & responsibilities at once
- Shift flexibility (days only) & Bank Holidays (compensated with additional vacation)

Education & Qualifications:

- Pursuing a Bachelor's/Master's degree in Business or Computer Science areas
- Fluency in English with excellent communication skills
- Fluency in second European language desirable, e.g. German / French / Spanish / Italian

What you can expect from us:

- An internship full of events to ensure Interns understand SAP: Our technologies, our competitive landscape, our culture and our leadership philosophy.
- Paid Internship
- Paid Holiday Time
- Complimentary Daily Lunch
- Free Access to Onsite Gym
- Use of SAP Laptop for duration of internship
- Optional membership of Sports & Social club/events

Company Description:

As market leader in enterprise application software, SAP helps companies of all sizes & industries innovate through simplification. From the back office to the boardroom, warehouse to storefront, on premise to cloud, desktop to mobile device – SAP empowers people & organizations to work together more efficiently & use business insight more effectively to stay ahead of the competition. SAP applications & services enable customers to operate profitably, adapt continuously & grow sustainably.