



Expand Your  
Career

## **Internship – IT Intern**

For this internship, you will be working in Hong Kong or Shanghai for a global law firm in an increasingly complex and interconnected marketplace.

### **About the Company:**

The company is the world's largest law firm, offering clients more services in more locations than any other legal services provider. The company offers you an unmatched presence across the globe with experienced lawyers in more than 145 locations serving 60+ countries.

### **Job Description:**

This role provides the local office users with technical assistance, advice and where necessary training regarding the LAN/WAN, hardware & software environments including but not limited to desktop/laptops, IP Telephony system & AV Video Conference systems.

- Provide user support and resolution of basic technical issues, including training on both hardware & software incidents.
- Answer, log & solve calls related to IT hardware, software, network, printer telephony incidents that are reported in person, via telephone or email.
- Setup and configure IT and AV equipment as required for both internal and client facing events.
- Test new software and hardware, perform installations and updates for all IT equipment including desktops & laptops.
- Be aware of technologies, best practice processes & procedures in use within the department and update where necessary.
- Build & re-build of IT equipment with an understanding of imaging software.
- Continue to develop a sound understanding of all skills required for the role of local technical support.

***Your specialist for internships, language studies, study trips & business programs in China***



Expand Your  
Career

## **Required Experience, Skills and Attributes:**

### Technical Experience and Skills

- Experience with laptops and desktops.
- Experience with mobile and wireless devices such as Blackberry and iPhone.
- Experience with Windows 7.
- Working knowledge of MS Office, e.g. Word, Excel, PowerPoint and Outlook.
- General good understanding of technology.
- Demonstrate ability to follow and create procedural documentation.
- Strong problem solving skills with an analytical mindset.

### Personal Skills / Attributes

- Excellent written and verbal communication skills.
- Able to interact positively at all levels within the firm and a good team player.
- Able to work independently and take ownership of issues.
- Able to work with deadlines and multitask.
- Maintain professional outlook, attitude and appearance.
- Good sense of humor.

## **To Apply:**

Check our website [www.route2china.ch](http://www.route2china.ch) and send your Resume to [min.wang@route2china.ch](mailto:min.wang@route2china.ch)

*Your specialist for internships, language studies, study trips & business programs in China*