



GRADUATE INTERNSHIP : COMPUTER PROGRAMMING

THE COMPANY

iWMS is an independent software developer, innovator and team augmentation partner with years of global experience in consulting, building, and supporting warehouse management solutions. We offer proven industry-leading software from HighJump for warehouse and supply chain management.

iWMS is based in [South Africa](#), [America](#), [Australasia](#) and [India](#). This gives iWMS access to the best resources and IT talent globally enabling us to ensure that the right level of experience is available for all projects at any given time.

The Computer Programming Graduate Internships are for iWMS' offices in Durban and Johannesburg, South Africa. It is an exciting opportunity for a graduate to get a foot in the door of the supply chain & warehousing industry, whilst having real-world responsibilities and autonomy. Visit our website for more information <http://iwms.co.za/>

THE ROLE – COMPUTER PROGRAMMING INTERNSHIP

iWMS is hiring graduates for the 2019 intake. We are looking for highly energised people with a passion for computer programming specifically in the SQL Language, who would like to gain experience developing software. You need to be self-motivated, passionate about programming and willing to learn.

PLACEMENTS

Support Consultant responsibility of this role include:

- Providing support, responding to support queries for all clients in the iWMS Group.
- Taking ownership of a support incident and implementing workaround/temporary or permanent fixes with the aim of restoring the system as soon as possible.
- Maintain a high degree of customer service when responding to support issues.
- Ensuring all relevant support procedures are followed.
- Thorough investigation on support calls and the identification of recurring issues. Perform root cause analysis on recurring issues.
- Escalation of complex incidents to the relevant team member at the next higher level than yourself, at the right time.
- To be mindful of the SLA threshold and work towards achieving SLA rules always.
- Participation in out of hours support.
- Establish a good communication channel and relationship between the internal team members and clients.

- To record, update and document the step by step procedures taken to resolve or investigate a call according to the type of incident.
- Ensure incidents which have been worked on are updated daily (this will provide surety to the client and internal resources that there is actual work being done to resolve the call.)
- Responsibility for all hardware devices, which includes cell phone and laptops (a more conclusive document will be sent to you).

Depending on the knowledge and client-facing skills level, the Consultant may be asked to carry out the following additional activities:

- Onsite visits to existing customers.
- Deliver training to end users and partners.

EXPOSURE

Internally, the role will provide exposure to iWMS' functions (consultancy, development & support). Subsequently, the Computer Programming Intern will acquire a large amount of HighJump product and process knowledge. Externally, the role allows for the building of a large network with both software and supply chain/warehousing colleagues.

TRAINING

The internship program is valid for a period of 12 months and requires individuals to identify and develop new opportunities and working practices. There will be opportunities for progression as the company grows and these will be discussed as appropriate.

The first 3 months of your employment will include on-the-job training, shadowing of experienced employees and informal self-study. An initial development plan will be provided, discussed, monitored and progress reviewed for the duration of the three-month probation period.

During the next 9 months, the individual will need to become proficient in HighJump software with, hands-on training through job shadowing and self-study. HighJump offers a variety of training options through the HighJump University virtual labs where self-directed, hands-on training with actual HighJump solutions to desktop, using the internet.

REQUIREMENTS

- **QUALIFICATION**
Bachelor's degree or higher qualification in Computer Science or related fields.
- **PERSONAL ATTRIBUTES**
 - Interpersonal skills a must; the ability to communicate both internally and externally will define the Consultant's success in their roles and subsequent progression within the company.
 - Energetic and enthusiastic.
 - Independent and driven; use initiative to actively seek to learn new skills.
 - Excellent attention to detail.

- Ability to work under pressure whilst remaining calm.
- A good team player who can also work alone using their initiative.
- **SKILLS**
 - Good IT skills with knowledge of SQL, Excel, MS Access.
 - Excellent organisational skills with the ability to multi task.
 - Excellent communication and interpersonal skills, confident liaising at all levels.
 - Good problem solver and decision maker.
 - Ability to prioritise and work to deadlines.
 - Fluent in English