

The Opportunity:

As an Intern, you will work closely with the product teams within Roche's Digital Products domain. This internship offers a unique opportunity to gain hands-on experience in the field of ServiceNow Administration and Development. You will assist in automating routine tasks, improving system reliability, and supporting daily operations work.

- Assist in determining the appropriate product for user-related issues, ensuring efficient routing and resolution.
- Provide basic support to internal users, guiding them through functionalities and troubleshooting minor issues.
- Work with a cross-functional team (Scrum Master, Developers, and Business Unit Stakeholders)
- Regularly review and process user-submitted tickets identifying and taking action on requests related to data uploads, bug reports, missing information, and required updates.
- Collaborate closely with product owners and support the execution of next steps for various product enhancements and issue resolutions.
- Assist with data quality initiatives, ensuring the accuracy and completeness of information.
- Identify opportunities for automation and efficiency gains.
- Dedicate 1-2 hours daily to self-guided learning and exploration of the ServiceNow platform, gaining a deeper understanding of its functionalities, configurations, and capabilities.

Who you are:

- Currently enrolled in a Bachelor's program or equivalent experience in Computer Science, System's Engineering.
- Basic understanding of DevOps.
- Strong problem-solving skills and the ability to work collaboratively in a team environment.
- Excellent verbal and written communication skills.
- Willingness to learn and adapt to new technologies.

Preferred:

- You have prior internship experience.
- Experience with programming languages such as JavaScript, CSS, HTML is desirable.
- Experience with DataBase Design and Scripting Development.
- Experience with Debugging and troubleshooting.
- Familiarity with Gitlab/Github and CI/CD pipelines is desirable.
- Basic knowledge of other Front-End Technologies is preferred.
- Knowledge of Agile Methodologies (Scrum / Kanban) environment is an asset.
- Curiosity and willingness to explore emerging AI technologies and their business applications.