

AkaTec Support Engineer Intern/Co-op

Are you excited by the prospect of creatively solving problems and delivering exceptional customer service?

Would making an impact on the digital experiences of millions of users excite you?

Join our best-in-class global technical support team

Our Technical Support Organization owns the end-to-end resolution of complex technical issues for our global customers. We work collaboratively with cross-functional teams to deliver exceptional service to customers including Fortune 500 companies and Government Agencies. As an expert team, we share knowledge and use feedback to improve products and services.

Join our top-rated intern & co-op programs

As a participant in our programs, you will gain valuable experience and make contributions through meaningful project work. You will have the opportunity to join us for trainings, networking events, and engagements with company leadership. Our 12-week intern program starts in May, and our 6-month co-op program starts in January or July.

Apply your tech-savvy and strategic skills

As an AkaTec Support Engineer Intern, you will join our Technical Support team of engineers which works with our digital media and web customers to resolve and troubleshoot a variety of issues. After 2 months of training with an engaging team you'll dive into exciting customer cases. By the end of your assignment, our goal is that you will be as experienced in this role as many of our TSE employees.

As an AkaTec Support Engineer Intern, you will be responsible for:

- Working with experienced Technical Support engineers to learn the proprietary product suite and assisting customers with top-tier support cases
- Participating in the technical training program for our Global Support Engineers, which includes enhancing in-depth command line experience, text processing, and networking basics
- Finding root causes of denial of services and slowdowns in traffic
- Working with TSE's and local management on initiatives, research, documentation and other duties

Do what you love

To be successful in this role you will:

- Have proficiency in at least one programming language such as Java, Python, or C
- Demonstrate an understanding or willingness to learn internet protocols including DNS, HTTP, SSL, and caching
- Demonstrate knowledge of command-line tools, features, and uses
- Have excellent written and oral communication and presentation skills
- Have experience with working in technical group environment to collaboratively reach a common support goal

Work in a way that works for you

We recognize that everyone is different and that the way in which people want to work and deliver at their best is different for everyone.

We are happy to discuss flexible working options in this role, please discuss your requirements with the recruiter when you apply.

Working with us

At Akamai, we're curious, innovative, collaborative and tenacious. We celebrate diversity of thought and we hold an unwavering belief that we can make a meaningful difference. Our teams use their global perspectives to put customers at the forefront of everything they do, so if you are people-centric, you'll thrive here.

Benefits

Through our intern and co-op programs we will provide you with opportunities to grow, flourish, and achieve great things. Financial benefits offered to interns and co-ops, including a 401k and health insurance, are offered through our managed service provider (MSP). Students also gain the following benefits directly from our programs:

- Mentorship
- Career development trainings
- Visibility into senior leadership through Fireside Chats
- Networking and social events with an international intern cohort
- Final project showcase presented to the company
- Fun perks including Akamai branded merchandise

About us

Innovating on a global scale, we deliver our customers a fast, smart and secure intelligent edge platform. Working against a backdrop of digital collaboration, our highly skilled teams build progressive solutions that have the scope to transform entertainment, business, and life in ways that we have yet to imagine.

Join us

Are you seeking an opportunity to make a real difference in a company with a global reach and exciting services and clients? Come join us and grow with a team of people who will energize and inspire you! Akamai Technologies is an Affirmative Action, Equal Opportunity Employer that values the strength that diversity brings to the workplace. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of gender, gender identity, sexual orientation, race/ethnicity, protected veteran status, disability, or other protected group status.