IT Support Engineering Intern

Job Summary:

At Red Hat, our interns are an integral part of the team. They don't get relegated to busywork or unimportant tasks, but participate in the day-to-day work and are active contributors to their team.

We are currently looking for an **IT Support Engineering** intern to join us in Pune. You will be assisting with day-to-day activities to support some of our key technical functions here at Red Hat, encompassing areas such as business systems analysis, enterprise hardware support, IT customer experience, software engineering, data science or systems administration. Red Hat will work to match you to the technical function best suited to your interests and skill sets.

In this role, you will work in an environment where different perspectives are invited, the best ideas are valued, and people feel empowered to contribute. Freedom and courage are two of our core values, which is why you can practice taking risks and exploring the unknown and developing strengths. Yet being a Red Hatter isn't just about being brave; it's also about demonstrating commitment and sticking to it.

The focus for Red Hat's Intern Program is a dual partnership between the Emerging Talent Team, and our intern managers. We can offer you professional development, social engagement and networking, performance and development, and meaningful work throughout your time at Red Hat.

Job Responsibilities:

- Verify, organize and update customer contact information
- Guide customers to register and use Customer Portal
- Answer customer's basic questions about the Red Hat subscription model
- Support customers on basic issue of using Red Hat products
- Call back customers to track and confirm the current status of the submitted technical issues
- Network with other talented interns in a workplace where you can be yourself and thrive

Required Skills:

- Excellent written and verbal communication skills
- Passion for software, technologies and willingness to learn new applications

- Ability to manage tasks, meet deadlines and analyze data to foster data–driven decisions
- Willingness to learn and proactively work as a part of a wider team