IT Support Intern — Level 1 / Level 2

Paris | Internship or apprenticeship | International support environment

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The role

The company is strengthening its IT team and is looking for an intern or apprentice to support users and contribute to the continuous improvement of the IT environment across France and Italy.

Main responsibilities

User support

- Handle requests through a ticketing system.
- Provide Level 1 and Level 2 support for collaborative tools, internal business tools and communication tools.
- Support users working with Apple devices such as MacBooks and iPhones.
- Diagnose and resolve incidents.
- Escalate complex issues when needed.

Onboarding / Offboarding

- Create and manage user accounts.
- Assign access rights and permissions.
- Prepare and configure devices.
- Manage offboarding and secure access removal.

IT asset management

- Track IT equipment.
- Manage stock and orders.
- Support IT transformation projects.

Documentation & continuous improvement

- Write and update IT procedures.
- Contribute to the knowledge base.
- Optimize IT processes.
- Automate simple tasks.

International support

- Support teams in France and Italy.
- Communicate in English on a daily basis.

Technical profile

- IT education: Bachelor’s degree, technical degree, engineering school or equivalent.
- Good knowledge of macOS.
- Familiarity with collaborative tools such as email, drive and chat.
- Basic knowledge of systems and networking.
- Previous experience in IT support is a plus.

Soft skills

- Strong service mindset.
- Good communication skills.
- Organized and detail-oriented.
- Able to work autonomously.
- Able to handle multiple tasks.

Languages

- Fluent French.
- English required, written and spoken.

Technical environment

Cloud collaboration tools, enterprise communication tools, Apple ecosystem, ticketing systems and automation tools.

Conditions

- Location: Paris.
- Type: internship or apprenticeship.
- Remote work: up to 2 days per week.
- On-site presence is required for certain tasks.

What you will learn

- IT operations in an international environment.
- Real-world IT support experience.
- Modern IT tools and workflows.
- Process optimization and automation.