



## **User Support Specialist – Paid Internship**

### **From ideas to impact**

We are a global digital business services organization with a mission to improve the way people and companies work. Forever. Our Consulting, Technology and Learning teams design and deliver transformational digital products and experiences that add value to our clients' businesses and to their customers' lives.

Every day, across the world, our teams are pioneering faster, better ways to bring our client's most exciting ideas to life.

**You will be a part of our International IT Support department and report to the Head of IT Operations. The intern role will be located at our Riga Office. Part-time available.**

### **We want you to:**

- Install the computer, and prepare it to onboard the user (Windows, MacOS)
- Configure and maintain office equipment (monitors, printers, conference room equipment)
- Help users to solve their issues (passwords, access issues, hardware issues)
- Prepare and maintain wiki articles and manuals

### **This opportunity might be for you if you have:**

- Student of IT or Mathematics
- Basic understanding of Windows and MacOS operating systems, mobile devices Android and iOS operating systems
- Willingness to learn
- You are fluent in English written and verbal
- You have good communication skills
- You are customer-oriented and service minded

**Emergn** is a global digital business services firm with a mission to improve the way people and companies work. Forever. Emergn helps some of the world's most respected businesses—including Fortune 500, FTSE 100 and Global 2000 companies—develop their most promising ideas into valuable digital products and customer experiences, faster. Emergn offers learning, consulting, and technology services to help clients own their transformation, and create high-performing teams. Our capabilities span product innovation, experience design, product delivery, intelligent automation, learning skills and capabilities, data and analytics, and business transformation. Emergn has spent more than a decade perfecting its context-specific and outcomes-driven approach to transformation based on three principles: Value, Flow and Quality. This unique approach provides

Emergn's clients with the frameworks, models and tools needed to drive lasting, sustainable change to the way they work and transform. Emergn has a strong presence in over a dozen countries, with its U.S. headquarters in Boston and EMEA headquarters in London.

With us, you're a part of a diverse international community of friendly, supportive experts, working and sharing without borders.

Here, you can push boundaries through challenging and varied work for some of the world's most respected international businesses

You'll get to work with the latest technologies and innovative working practices through our VFQ philosophy and culture of continuous learning.

Your wellbeing is important for us. We offer a generous healthcare insurance, which is accompanied with life and accident insurance. You'll also find plenty of flexible working opportunities and have time to do the things you enjoy outside of Emergn, to come back and be the best version of yourself at work.

**Work where you'll make an impact every day.**

**Join us today!**

**Apply here:** [IT Internship - User Support Specialist opening, Latvia - Riga \(emergn.com\)](#)

[Working at Emergn - YouTube](#)

Our website: <http://www.emergn.com>

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