

## PLATFORM SUPPORT INTERNSHIP (ESEP)

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**European Schoolnet is searching for an enthusiastic and tech-savvy platform support trainee.** The internship offers a versatile opportunity to work in a dynamic team within an international non-profit organisation located in Brussels. During the internship the successful candidate will be working on tasks related to user support, technical specifications, user stories, testing, web mastering and related tasks in a team responsible for coordinating and running the [European School Education Platform](#), targeted at teachers and educators across Europe.

### MAIN TASKS

The future colleague will support the team in:

- Handling user support requests
- Drafting and reviewing of specifications, user stories and mock-ups
- Testing platform features and reporting about them
- Web mastering tasks of a multilingual platform
- Monitoring and reporting activities (e.g., web analytics)
- Other relevant tasks

### PROFILE AND SKILLS

Required:

- At least a Bachelor's degree in a relevant field (e.g., IT, digital media, etc.)
- Basic knowledge of web design process, usability and accessibility best practices (W3C, WAI)
- A professional proficiency of English, both spoken and written
- Strong problem-solving skills and the ability to juggle priorities and assignments
- A good work ethic, able to work well in teams and independently, sometimes to short deadlines
- Positive attitude and interest in learning by doing.

Desired skills (or keen interest to develop these skills):

- Experience in attending user support inquiries and helpdesk
- Knowledge of Web 2.0 technologies and web content management systems (CMS)
- Basic experience with business requirements documents and/or user stories

### USEFUL INFORMATION

- **Deadline for applications:** until the place is filled. Early application is recommended.
- **Duration:** 6-month internship starting as soon as possible. Full time (38 hours / week).
- **Benefits:** A stipend of 1100 €/month net and local travel expenses support for the duration of the internship.
- **Location:** European Schoolnet, Rue de Trèves 61, Brussels, Belgium. The position requires living in Belgium.
- **Eligibility:** Applicants must be EU citizens or possess a valid work permit for Belgium.

- **Interviews:** Interviews will take place as soon as possible at distance or in person in Brussels. Due to the volume of applications, only pre-selected candidates will be notified.

## HOW TO APPLY

Please send your **CV** and **motivation letter in English**, as single PDF file (max. 3MB) to [jobs@eun.org](mailto:jobs@eun.org). The motivation letter should show how your background and interests fit the tasks planned for this internship.

- The email subject should be: Web support internship – LASTNAME Firstname
- The file should be named: Web support internship – LASTNAME Firstname

## ABOUT EUROPEAN SCHOOLNET

[European Schoolnet](http://www.eun.org) is the network of 34 European Ministries of Education, based in Brussels. As a not-for-profit organisation, we aim to bring innovation in teaching and learning to our key stakeholders: Ministries of Education, schools, teachers, researchers, and industry partners. Since its founding in 1997, European Schoolnet has used its links with education ministries to help schools make effective use of educational technologies, equipping both teachers and pupils with the skills to achieve in the knowledge society. We pledge to support schools in achieving effective use of ICT in teaching and learning; improve and raise the quality of education in Europe; promote the European dimension in education.