Summer 2018 internship positions for Engineers

Dell EMC Support & Deployment Services (SDS) is looking for summer 2018 interns in the field of Computer Engineering/Electrical Engineering/Computer Sciences to work on root cause identification of warranty related product failures on personal computing devices and the eco-system around them. As an intern at Dell, you will learn more about the architecture and definition of computing devices and solutions and will work closely with product technologists, serviceability engineers, product test engineers, product quality engineers, industrial designers, service technicians and software engineers.

Role Responsibility:

- Work within Dell SDS teams for root cause identification and resolution of service event drivers.
- Works on ambiguous and complex problems requiring evaluation of intangible variables
  - Predictive Analytics
  - Integrates trends, data and information into plans, deliverables and recommendations
  - Opportunity/risk analyses
  - Cost/benefit analyses
- Anticipates operational, program, and implementation issues and develops preventative measures
- Adapts projects, programs or methods based on customer or business partner feedback
- Works across the organization to effectively obtain and allocate resources to complete programs and projects on time
- Typically responsible for large, data intensive projects

Critical Requirements:

- Enrolled in an accredited Bachelor of Science Computer Engineering, Electrical Engineering, or Computer Sciences. Coursework must include a substantial number of upper level engineering courses
- On track to graduate during fall 2018 or spring 2019
- Possess basic understanding of computer architectures like x86 and ARM.
- Possess basic understanding of Microprocessor, digital logic design and embedded systems design
- Possess basic understanding of software operating systems including Microsoft based products.
- Possess system level understanding of computing technologies
- Able to write and analyze requirements, functional specifications, design specifications, test plans and documentation.
- Able to handle responsibilities with effective interpersonal skills. Must be able to effectively interface with others inside and outside the Engineering function
- Must have strong verbal along with written communication and presentation skills.
- Able to organize and manage multiple projects, set priorities and work independently under aggressive timelines

Support and Deployment Services

Support and Deployment (SDS) Services is an organization within Dell EMC. SDS provides support and extended warranty services, managed deployment, enterprise installation, and configuration services for both Enterprise and Client customers. The SDS intern will be responsible for developing innovative output based on statistical analysis that improves business performance and contributes to corporate goals and strategy. Dell is seeking both an undergrad and masters students for summer 2018. Candidates must be able to carry out independent research using advanced analytical techniques.

INTERACTIONS:
Frequently interacts with Executives, Directors, Senior Managers, peers, project/program managers, operations, marketing, finance, and other internal & external customers