Graduate Programme 2024

Support · Dublin 14, Dublin (Hybrid)

Introduction to Inpute

Inpute is a leading specialist provider of intelligent automation solutions. We help to transform business processes for customers who range from medium to large enterprises like Ryanair, AXA, Bulgari to public sector bodies like An Post, Department of Social Protection and the HSE. Our goal is to help organisations perform at their best by making processes more efficient, accurate and lower cost than ever before.

Our in-house experts based in Ireland, Poland and the UK, bring decades of relevant experience. Few other providers have our depth of knowledge or experience in this area. We have a talent for unpacking complex systems and scenarios to find the simplest and neatest solution to a client's problem. We don't believe in unnecessarily putting organisations through disruptive, radical transformation. We partner with leading international software providers including Hyland, OpenText, UiPath, ABBYY and DocuWare to deliver tailored solutions for our clients using cutting edge technologies including Artificial Intelligence and Robotic Process Automation. We are pursuing aggressive growth in Ireland and abroad and this will provide exciting career opportunities for those joining our dynamic organisation with big ambitions.

The Graduate Programme

We have a fantastic opportunity for graduates with a degree in computer science (or similar) to join our graduate programme based in Dublin. You will get to work with some of Europe's leading organisations solving challenging projects using cutting edge technologies. On our graduate programme, you will get a wide exposure to projects working within small high-performance teams. Each graduate is assigned to a mentor who is motivated to help you develop your skillset and accelerate your career. We understand that our biggest asset is our people. We therefore invest significant time and effort in giving our graduates a strong foundation from which to develop and expand their careers. Whether you are graduating soon (or graduated in the last 3 years) we want to hear from you.

Our Culture and Values

Our people and our culture are instrumental in our success and by joining us you will work in a culture that thrives on its four 4 core values of: Acting with Integrity, Better Together, Customer First and Delivering Expertise.

Role Description

Our graduate programme is for a 12-month duration. The programme has been specifically designed to equip team members with the ability to progress into the role of Junior Software Developer or Junior Solution Consultant after 12 months. The time spent at the graduate level gives our people a strong foundation from which to continue to grow and develop their careers.

Key roles and responsibilities are as follows:

1. **Tier one technical support** - graduates are our first point of contact for all incoming support queries from our customers. This gives our graduates excellent exposure across Inpute's diverse range of technologies. Graduates are responsible for providing first level support to customers contacting the support helpdesk. This includes an initial triage of the issue raised, resolution and / or escalation of the ticket to appropriate personnel.
2. **Reporting on performance** - Support calls are monitored and logged in our CRM system and our graduates are ultimately responsible for ensuring that tickets are actioned, resolved and closed in a timely manner. Our graduates collate data regarding our support process and this is reported to our senior team for discussion on a weekly basis.
3. **Sandbox projects** – The Graduate Foundational Skills training programme incorporates a number of challenging 'sandbox' projects leveraging Inpute's product set. This will give you exposure to the Inpute toolkit with a view to you gaining experience and confidence before engaging on live customer engagements.

4. **Project support** – In the second half of the graduate programme, our graduates are offered the opportunity to work on live customer projects with our experienced senior developers and solution architects. Our graduates gain immensely from working within these small high performance teams gaining maximum exposure to our customers and technologies.

Graduate Learning and Development Model

Our graduate programme encompasses an extensive training programme which has been designed to help you build and master the essential skills required to perform at your best and to progress in your career with Inpute. The programme commences with a personalised Onboarding experience and Helpdesk training followed by our comprehensive Foundational Skills training programme and finally exposure to live projects.

Requirements

The right candidate should have the following:
- Third level degree in computing or software development. It is important that as part of the Computer Science programme, some experience has been gained in software development.
- Some experience in .Net, SQL, Java or other equivalent programming languages.
- Broad technical base knowledge of IT systems.
- Excellent communication skills in English.
- Strong interpersonal & communication skills.

Inpute's Offering

We aim to provide meaningful benefits and programmes to our employees. These include:
- Competitive salary offering which scales commensurate with career progression.
- Health Insurance benefit and Company Pension Plan.
- Hybrid working model whereby all team members attend the office two days each week and work from home for the remaining days. These are our core 'office days' and people are encouraged to maximise their collaboration potential by organising team meetings for these days.
- Flexi Working Policy' to provide additional flexibility for 3 weeks of the year, people can elect to work fully remotely and not travel to the office on our core office days.
- Flat organisational structure with small high-performance teams and a collaborative working environment. We endeavour to give our graduates more exposure, more quickly than typically received by graduates in large organisations.
- Regular social events organised by our Social Committee.
- Assigned line manager and buddy to support progression.
- Ongoing training provided in Inpute development environments.
- Access to cutting edge technologies including intelligent recognition and RPA.

Apply through: https://www.inpute.com/careers