

IF YOU ARE INTERESTED, PLEASE FILL THE FOLLOWING ITEMS TO BE SENT TO: eurobecas@dival.es

Company data / datos de la empresa/institución

Full legal name/Nombre legal: paysafecard.com Wertkarten GmbH

Full address/ dirección completa:

Am Europlatz 2

1120 Wien

Web site: www.paysafecard.com

Address where the training will take place (if different)/dirección donde tendrán lugar las prácticas: [paysafecard.com](http://www.paysafecard.com) Wertkarten GmbH

Contact phone (if different from tutor's)/teléfono de contacto:

Contact Person/Persona de contacto: Claudia Tierno Ros

Email: Claudia.tierno@paysafe.com

Phone number: +436767657113

Tutor's Name: Claudia Tierno Ros

Email: Claudia.tierno@paysafe.com

Phone number: +436767657113

Office supplies, the intern will have to bring at work-placement his own laptop: Yes No

→ Laptop will be given from paysafecard

Short description of the company/breve descripción de la empresa/institución:

paysafecard is a global market leader in online prepaid payment methods. paysafecard allows customers to pay online as simply and safely as using cash. paysafecard is the perfect solution for people who care about their privacy and security, who would like to have an overview of their spending, or who do not have a bank account or credit card.

Knowledge, skills and competence to be acquired/conocimientos, habilidades y competencias que adquirirá el becario:

The trainee will be trained in the Technical Support department. In this department she/he will learn about:

.) Support our business partners (online retailers) in the technical integration of our payment platform in their website

.) Troubleshooting, reading application logs, analysis, tracking, escalation and documentation of technical problems

.) Monitoring and incident handling of productive applications

.) Testing the product functionality for further developments of our platform

.) Cooperation with internal teams (IT, operations, sales) and external partners

Detailed description of the tasks of the trainee (at least 5 tasks)/Descripción detallada de las tareas del becado y tiempo de dedicación a cada una (al menos 5 tareas):

Tasks of the trainee	% dedicate on each task	Tasks of the trainee	% dedícate on each task
Interactive learning of the IT environment and APIs	30%	Incident Management and processes of the productive system	20%
Communicating with business partners	10%	Interdepartmental cooperation and trouble shooting	20%
Analysis of application logs	20%		

Detailed description of the training Program (content) /Descripción detallada del programa de practicas:

In the first 2 weeks the trainee will learn in the test environment how the applications and products are working. After that, the trainee will be confronted with the real usage of the platform, communication business partners all over the world and CRM (Customer-Relationship-Management) tools. Once the basics are settled, the next step is to learn how to read and interpret application logs. Further, the training continues with incident management, interdepartmental trouble shooting, smoke tests after deployments, making interactive splunk queries for impact analysis. The goal of the trainingship is to get a better understanding of how the integration of a payment method into a webshop works. Furthermore, the trainee will get an overview about the setup and the know how of a modern global IT infrastructure and the usage of state of the art technologies.

Language/s used during the training/idioma usado durante las prácticas:

Mandatory: English

A plus, but not required: German

Studies/ Degree that the fellow should / en su opinion, qué estudios debería tener el becario para optimizar la práctica ofrecida:

Bachelor Degree: Informatics or any IT related studies

Complementary knowledge (a plus or mandatory): Database knowledge as well as programming is an advantage

Timeframe, schedule and working hours/tiempo que durarán las practicas, jornada y horas/día:

Monday through Friday (working schedule): Flexible between Monday to Friday 09:00 to 18:00

In order for the fellow to pursue with the training, the signature of an agreement would be a requirement: Yes No

Name, firm and function of the company / institution that signed this commitment to training/nombre y función de quien firma el compromise de prácticas:

Firm responsible

A handwritten signature in blue ink, consisting of a large, stylized 'C' followed by the name 'Tierno' in a cursive script. The signature is enclosed within a large, loopy circular flourish.

Claudia Tierno Ros

Partner Integration and Support Engineer