The Corporate Services Unit is one of the key supporting units of the Agency. The Unit provides services to internal and external stakeholders with a high service-oriented mind set. The services provided include Meetings and Travel Services, Conference and Audio-visual (AV) Services, Building Maintenance and Physical Security.

The AV team, currently manned by 5 people, supports numerous meetings and events within ECHA. In 2018, the team supported 1,446 meetings with close to 17,000 remote connections.

From September 2019 onwards, the Unit will start organising the details of the move to a new building which is scheduled to take place at the end of 2019.

The AV team is offering a 6 months traineeship for a person to assist in specific projects:

**Assignment:**

The foreseen tasks of the trainee:

- Contribute to the design of the User Interface (UI) of the meeting room control devices, used by the users to start the room, select content for the screens, establish a video conference, start/stop recording, etc.
- Review and redraft the user guides for the virtual meeting tools used at ECHA (Webex, Skype for Business and videoconferences).
- Redesign the AV web pages, to make them more comprehensive and user friendly.
- Contribute to the move of AV equipment to new building, either physically or at the organisation.
- In case of programming knowledge, create some automation scripts for the team.
- In parallel, the trainee may be requested to assist in the daily tasks of the AV Team, preparing meetings or assisting during virtual meetings.

**Profile**

- Completed university studies at least to bachelor degree level (preferably in Design or Information Technology);
- Experience in using MS Office tools;
- Good communication and interpersonal skills, able to blend into the multicultural team of AV Services.
- Aptitude for team work;
- Good understanding of customer service delivery and proactive attitude
- Organisational skills, necessary during the move to the new building.
- Excellent English skills both written and spoken (as this is the working language of the Agency).
- Knowledge of programming on Visual Basic will be considered as an asset.

**Starting Date:** 1 September 2019  
**Duration:** 6 months  
**Deadline for applications:** 16 June 2019 at noon 12:00 Helsinki time (11:00 a.m. CET)