ADP

Title: Service Technology Intern

Location (address, city, state): Parsippany, NJ

Job Type: Co-op/Internship

Compensation Type: Hourly Wage (optional): TBD

Start Date: 5/30/2017 Close Date: 5/26/2017

Job Description: Technology at ADP. Do you enjoy exploring, identifying and inspiring the future of the workplace and the lives of millions of people? At ADP, the world's largest B2B cloud company, our Technology team is comprised of brilliant engineers, architects, data scientists, infrastructure experts, and more. We were first in our industry to offer a SaaS solution and continue to push the envelope utilizing the latest operating platforms to deliver the highly automated, intelligent and predictive solutions that are redefining what is possible.

Primary Responsibilities:

As a MAS Service Technology team intern, you will have the opportunity to learn and contribute to the success of our migration to the next generation telephony platform that will support approximately 6 million client calls each year. This includes a full suite of technology such as Interactive Voice Response (IVR), Computer Telephony Integration (CTI), call routing engine, and real-time and historical performance reporting tools. The day-to-day activities will include focusing on the requirements, test scripts, design reviews and demonstrating how incoming calls will flow after the migration. This intern will interact with cross-functional teams, technology and business partners and leaders within ADP. In this role, you will be paired with a Senior Analyst who will mentor you throughout the summer. Interns will also participate in a variety of functional and leadership activities to enhance personal and professional capabilities.

Qualifications:

- By summer 2017, completed 3 years of a 4 year degree program. December 2017 or May 2018 grad preferred.
- Ability to work in a high volume, fast-paced office environment
- Proficient with computer applications and Microsoft Office Suite (Word, Excel, PowerPoint)
- Excellent communication (verbal, written and reporting) skills
- Able to demonstrate attention to detail, superb organizational and follow up skills
- Work effectively under time constraints while maintaining a positive service attitude
- Exhibits leadership skills and works well in a collaborative environment
- Proactive, can-do attitude and a desire to learn
- Ability to recognize and deal appropriately with sensitive and confidential information
- Aptitude towards organizing projects, multi-tasking
- Quantitative, analytical, process and troubleshooting skills
- Project management, analysis and research skills
- Ability to interact with all levels of the organization
- Ability to organize data, analyze data and produce reports
**Application Instructions:** To apply for this position please visit our site at [www.adp.com/careers](http://www.adp.com/careers) and search for requisition #129742.

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**Disclaimer Information**

**About the organization:**

We power organizations with insightful solutions that drive business success. Consistently named one of the "Most Admired Companies" by *Fortune*® Magazine, and recognized by *Forbes*® as one of “The World’s Most Innovative Companies,” ADP has over a half-million clients around the globe and 60+ years of experience as a world-wide leader of business outsourcing solutions.

**Disclaimer information:**

ADP is an Equal Opportunity/Affirmative Action Employer; M/F/D/V. ADP believes that diversity leads to strength.