IT Business Relationship Intern

What impact will you make? The Opportunity

Deloitte are reliant on technology in order to deliver an exceptional level of service to clients. At the same time, technology has never been more accessible and the number of technology options and demand for technology solutions has never been greater. By harnessing IT in the right way Deloitte are always seeking to gain a competitive edge.

The Business Relationship position plays a key role in partnering with the lines of business to ensure IT strategy aligns with the business strategy and IT services enable business services.

You will be joining an already established and growing team which has made great strides in bridging the gap between the business and IT. Within IT, you will be expected to forge close relationships with key IT stakeholders (Service Management, Service Owners, Change Delivery and IT Leadership). Through these relationships you will be expected to gain an understanding of how IT Services are managed and maintained.

Using the insight gained from excellent Business relationships, you will build a good understanding of how technology underpins our core business processes. You will also help identify the need for new IT services and influence the management of existing IT services, ensuring both the business's strategic goals and operational deliverables are met.

Role description

• Ensuring that IT is seen as an effective partner and enabler
• Promoting IT Services (ITS) to the business and educating ITS on the needs, requirements and drivers of the business.
• Working with the business to help understand how their business direction will be underpinned by technology provided by ITS and the impact that has on the firm.
• Promoting the use of simple, every-day terminology to ensure that the business gets the IT solutions and services that it needs
• Understanding business direction and helping shape IT solutions to match this direction
• Ensuring the technology deployed is being used effectively across the business
• Making suggestions, introducing innovation and being an advocate for what technology can provide.
• Challenging the business and IT to find the most relevant, most appropriate technology, based on innate knowledge and understanding of the line of business and its requirements.

Responsibilities

• Play a role in the development of the ITS strategy which reacts and supports the wider Deloitte strategy, and regularly updated line of business strategies.
• Be fully aware and comfortable with assigned line of business strategy.
• Work with customers and IT stakeholders to set and manage realistic expectation of services, reflected in service definition, scope and formal agreements.
• Establish and manage key stakeholder relationships and manage expectations.
• Identify potential service improvement opportunities and work proactively with the Business and ITS teams to action them.
• Support Business Analysts in maintaining an accurate knowledge base detailing the relationship between IT Services and Business process

Requirements

Qualifications

• Degree level or qualified by experience

Personal attributes

• Ability to gain credibility and trust with stakeholders and IT teams alike.
• Must be comfortable multitasking with ability to work on and prioritise several tasks at once.
• Must be diplomatic and persuasive with an ability to handle difficult conversations and confidently manage senior stakeholders.
• A team player with an ability to positively motivate self and others.
• Ability to communicate effectively at all levels of the business, and with both technical and non-technical people.
• Passion for technology

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Internal Client Services (ICS) contributes to the success of Deloitte through six departments: Clients & Markets, Finance & Legal, Human Resources, IT Services, Property & Corporate Services and the Shared Services Organisation. There is no such thing as a ‘typical’ ICS person or job. The work we do is as varied as our people are diverse: administrators, artwork designers, accountants, advisors, audio-visual technicians, business analysts, building surveyors, bilingual secretaries. ICS teams are based across the UK, Switzerland and India, all sharing a common goal of providing outstanding support to Deloitte and its people.

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How will this role make an impact that matters with Deloitte?
You will play a pivotal role in IT Services being viewed as a true business partner, delivering services that help drive their strategic priorities.

What do we do?
Deloitte offers Global integrated professional services that include Audit and Risk Advisory, Tax, Consulting and Financial Advisory. Our approach combines intellectual leadership, industrial expertise, insight, consulting & problem solving capabilities, technology revolutions and innovation from multiple disciplines to help our clients excel anywhere in the world.

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At Deloitte we foster a collaborative culture where talented individuals can produce their best work. We value innovative thinking, diverse insights and a genuinely distinctive level of customer service. We value difference, with respect at the heart of our inclusive culture, and we support agile working arrangements. Hear from some of our people already working at Deloitte in agile ways. We are proud to have received a Best for All Stages of Motherhood special award in 2016 as a Top Employer for Working Families.

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