

Full Job Description

If you are looking for an in-house position that offers a variety of work, this is the opportunity you've been looking for.

Summary/Objective:

The IT Support Intern will assist in day to day operational IT and end user support and maintenance. The end user support includes, but is not limited to account and device management, hardware assembly, end user device deployment & decommissioning, basic hardware replacement, rack & stack of equipment, desk side, phone and remote support, IT asset management & tracking, physical auditing, engineer assistance, and other like tasks.

Essential Functions:

- A positive attitude and the ability to remain calm and professional in stressful situations.
- A willingness to provide a high level of customer service, while working within department and company guidelines.
- Provide support to all users in addition to IT Department via phone, remote and at-desk troubleshooting.
- Resolve issues or escalate them in a timely manner.
- Manage time and tasks associated to assigned projects and meet target dates.
- Accurately document and communicate issues with all vested parties.
- Manage, update, and utilize help desk ticketing system
- Perform approved hardware and software maintenance on devices.
- Stay current with knowledge of related technologies, designs, methods, and trends.
- Provide extended coverage when business needs require.
- Other duties as assigned.

Requirements:

- A successful candidate must be skilled with the following types of hardware, software and network protocols.
- Workstations, laptops, printers, and smart phones.
- Familiarity with current Microsoft Office suite / Microsoft 365
- General understanding of the following:
 - Active Directory
 - Network Switches
 - Network printing
 - email security / SPAM filtering
 - endpoint management
 - network monitoring tools
 - remote access / virtual private networking (VPN)
 - hardware (laptops / desktops)
 - Familiarity with Android / iOS devices
 - Familiarity with wireless networks