Information Technology (IT) Intern

# Reports To

The IT Intern will report to the IT Manager.

# Job Overview

The position of the IT Intern is to assist the IT team with providing the company’s employees with a technological environment which supports business operations, while gaining skills and knowledge which will provide him/her with a blended educational experience. The knowledge gained during the internship will provide the intern with the skill set needed to seamlessly move into a professional career in the IT industry.

This internship offers practical work experience, an introduction to Windows desktop support and an opportunity to gain experience with the technical operations of a mid-sized business. This internship will involve challenging opportunities, real technical projects, and interaction with staff. This is a great opportunity to gain hands-on experience in the computer field.

# Responsibilities and Duties

* Support the technology team with the maintenance of hardware, software and other systems as needed.
* Set-up and troubleshoot computer equipment and related devices as necessary.
* Provide outstanding technical assistance and customer-friendly technical support.
* **Recommend and suggest process enhancements and systems based off interactions with end users.**
* Organize and maintain IT resources by e**nsur**ing **all IT inventory and storage is clean and orderly.**
* Identify computer or network equipment shortages and recommend replacements.
* Other duties as assigned.

# Qualifications

* Ability to lift 50 lbs.
* Working knowledge and understanding of Windows Operating Systems, computer hardware and software.
* Basic PC skills required including all Microsoft Office Suite applications and Outlook.
* Understanding of IT principles and ability to communicate technical concepts effectively to varied audience with good spoken and written English.
* Attention to detail with an organized and methodical approach to work.
* Ability to work in a team as well as alone.
* Flexible and able to deal with change and a busy workload.
* Ability to think critically and prioritize work with minimal supervision.
* Strong organizational skills and ability to manage time.
* Strong listening skills – attentive to the details, ask clarifying questions and help problem solve.
* Ability to read and understand technical documents and requirements.
* Must be a licensed driver in good standing and provide your own transportation.
* Flexible schedule.