

### **Job Description: IT Support Intern**

This internship offers practical work experience, and an opportunity to gain experience with the technical operations of a consulting firm. This internship will involve challenging opportunities, real technical projects, and interaction with other staff. This is a great opportunity to gain hands-on experience in the field. If you have great customer service skills, are highly dependable and enjoy being the one that everyone comes to for technical help, then we are looking for you.

### **Job Description:**

The Information Technology Support Specialist will provide direct technical assistance and support at HEBO.

Duties include installing and maintaining computer systems including software and hardware on desktops and laptops, resolving internet and network access issues (both wired and wireless), providing network printer support, meeting with staff to provide one-on-one technical assistance as needed/requested, providing training to staff on software and hardware use, determining causes of computer/software/network malfunctions through evaluation and testing and resolution via modifications, repair, or external support assistance. This position will initially last up to 3 months with the potential to go beyond that.

### **Essential Job Duties/Responsibilities:**

- Respond to user requests for service, troubleshoot problems and help develop solutions.
- Support PC hardware components, desktop operating system software, and application software.
- Perform minor repairs to equipment and arrange for other servicing needs.
- Provide technical support to ongoing classes (virtual and physical).
- Monitor antivirus software and updates and repair computers infected with spyware, adware and/or viruses.
- Monitor backup systems and procedures to ensure data security.
- Record activities, solutions and other responses to request for service.
- Assist in maintaining inventory records and documentation for equipment.
- Contribute HEBO technical documentation and participate in policy, procedure, and standards development.

- Perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems.
- Assist users in determining appropriate software solutions to meet needs.
- Develop and provide user training for basic hardware and software use.
- Provide backup technical support for network including router, firewall, and wireless access point.
- Maintains open communication and positive working relationship with staff.
- Perform other duties/projects as assigned.

### **Qualifications (Knowledge, Skills, and Abilities):**

HEBO is looking for a student intern with exceptional customer service skills, solid troubleshooting skills, ability to work well in a team environment, excellent oral and written communications skills and the ability to work under minimal supervision.

Applicant must also have experience supporting recent versions of Microsoft Office Applications, including XP, 2003 and 2010 | Experience with networking technologies and printer support is preferred | Applicant must have awareness of the PC hardware components, desktop operating system software, and application software | Applicant must have awareness of the PC industry's current and emerging technology trends and direction, as well as a keen interest in computer based information systems and technology. | Interested applicants should possess excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems | Applicants should have the ability to research and understand technical documentation, and an understanding of how to apply various technical resources | Applicants should have the ability to perform tasks such as operating systems and application software installations and upgrades, as well as virus protection and eradication.

### **Educational Requirements:**

- Advanced Diploma / University field in IT, Computer Science, Business Analysis or relevant field.