**Employer:** **Location:**

**Position:** Help Desk and Network Support Intern

**Salary:**

**Availability:**

**Preferred Interest:** Computer Support / Programming

**Expectations:**

*Students will work in this internship to develop competencies and knowledge in the Computer/IT Support industry to enable them to better discern a career in this occupational area. Students will start by observing and learning and progress to executing tasks as directed by their supervisor. Students will be expected to meet the same criteria as full-time employees regarding a drug-free workplace, maintaining confidentiality, and meeting the requirements of their particular position in the hours employed. Employers will be expected to provide a safe work environment according to the Occupational Safety and Health Administration (OSHA) and comply with Federal and Ohio Minor Employment Laws if the student is under 18.*

**Responsibilities:**

* Assist in setting up IT equipment for employee use, performing or ensuring proper installation of PCs, cables, operating systems, and associated software.
* Assist in providing technical assistance to computer users, answering questions or resolving computer problems for clients in person, over the phone, or digitally.
* Assist in observing system functioning to verify correct operations and detect errors.
* Work with others to complete work, hit milestones or targets, and resolve conflicts.
* Record events and problems and their resolution in logs.
* Follow-up and update customer status and information.
* Walk the customer through problem-solving processes.
* Assist in overseeing all technology operations (e.g. network security, network devices, etc.) and evaluate them according to established goals.
* Enforce IT policies and systems to support the current and future company environment.
* Work with the physical access control security system, and create/edit/enable/disable cardholder fob with appropriate access per guidelines.
* Assist in reviewing the business requirements of all departments to support their technology needs.
* Assist in recommending the purchase of efficient and cost-effective technological equipment and software.
* Assist in inspecting network and user device equipment and software to ensure functionality and efficiency.
* Assist in identifying the need for upgrades, configurations, or new systems.
* Assist in Help Desk task resolution to support the user community based on a priority/triage system.
* Assisted in developing any missing documentation on systems and network functionality.
* Performs other duties as assigned.

**Desired Skills:**

* Proficient with Google Workshop
* A+ certification or working toward receiving this certification
* Pursuing an education in IT, Computer Science, Cyber, or a relevant field
* PC support and basic networking knowledge
* A service-oriented learner with a technical mindset
* Ability to communicate clearly and concisely, both verbally and in writing
* Working proficiency in Microsoft Word and Excel and experience communicating through email

**Educational Goals:**

* Exposure to Technology and Computer career fields
* Learn components of commonly used computer hardware and software
* Diagnose customer problems and provide troubleshooting and issue resolution support
* Become familiar with the use of computers, infrastructure, and peripheral devices
* Gain knowledge of how to assemble, configure, install, maintain, and repair essential, commonly used hardware and software
* Develop active listening, service orientation, critical thinking, judgment, and decision-making skills