



## Service Desk Technician Intern

The Service Desk Technician Intern will have an opportunity to work with the Service Desk, NOC, Cloud, and Project teams in a support capacity. Getting an opportunity to learn from each of the support departments, their different functional roles and responsibilities, and assisting them with varied technical tasks.

### Principle Accountabilities:

- Learn to Troubleshoot and resolve service desk tickets related to technical difficulties with hardware, software, and the network
- Assist with basic hardware and software installs
- Assist in creation and maintenance of documentation for support solutions and processes
- Further knowledge by engaging in available trainings and partner competency programs
- Research and troubleshoot computer errors or issues
- Work with customers and coworkers both remotely (phone support) and in person
- Work with ticketing system to capture customer requests and ticket information/resolution
- Ensuring all security and operational controls are followed and enforced to ensure client data remains secure, available, and private, where applicable

### Experience/Skills:

- Desire to learn and work in the IT support field
- Experience with home computers
- Familiar with networking and wireless concepts
- Ability to communicate well both in written and verbal formats
- Customer Service experience a plus, any field

### Additional Information

- Functioning personal vehicle for transportation and a valid PA driver's license required.
- Preferred Education: Technical field
- Some local travel possible
- Heavy lifting may be required (50lbs)

### Classification Information

- Level/Department: Technical Level Intern
- Reports to: Service Desk Manager
- Date Reviewed: 09/28/2018