Position Title: IT Support Technician Intern

Job classification: Intern

Reports to: Manager of Technical Support

Time Commitment: Minimum of six months

Position: Responsible for the effective support of all Information Technology systems, network administration and Help Desk agency needs.

Essential Responsibilities:

- Provide end-user support to staff
- Provide needs-based training to staff
- Assist with troubleshooting, installation, and implementation of systems
- Ensure data integrity of all IT related fixed asset inventories
- Assist external IT partner(s) with technological infrastructure projects
- Configure and install desktop hardware, software, and other equipment
- Communicate with vendors to resolve issues and effect repairs
- Manage and maintain IT-related equipment

Knowledge, Skills and Abilities:

- Organized, thorough, and attention to detail
- Demonstrated working knowledge of hardware and networking basics
- Ability to install, configure, troubleshoot and support Windows clients and servers
- Knowledge of the Microsoft Office Suite
- Demonstrated ability in problem-solving and analytical skills
- Effective oral, electronic and written communication
- Does well with "hands-on" training and can pick up new skills quickly
- Ability to multi-task and handle frequent interruptions
- Strong internal customer orientation and focus
- Can consistently follow protocol and instructions
- Can work independently with little management direction
- Manage time and projects effectively
- Document process, procedures, and results

Educational and Professional Outcomes:

- Basic experience in a networked Windows desktop/server environment
- Ability to operate and support Windows Server Domain environments
I have reviewed this job description with my supervisor and understand and agree to my job responsibility.

Volunteer/Intern Signature  
Date

Supervisor Signature  
Date