



IT Support - Intern

Department: Information Technology
FLSA Status: Non-Exempt
Positions Supervised: None
Work Schedule: 1st shift

Job Status: Part-time, Intern
Reports To: Information Technology Manager
Travel Required: None
Revised: 03/2021

What you will be doing as an intern at The Rapid's IT Department.

POSITION SUMMARY

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone or electronically. Assist in the development of plans for systems disaster recovery, deployment of applications and providing routine maintenance of equipment.

ESSENTIAL FUNCTIONS

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Inspect equipment both proactively and reactively to maintain quality, uninterrupted service.
- Assist with managing the daily performance of computer systems.
- Assist in evaluation of systems and procedures to stay abreast of any potential change requirements that support agency growth.
- Track and maintain inventory of equipment, software license agreements, etc. to maintain adequate inventories and licensing to support agency needs.
- Assist in business continuance / disaster recovery.
- Perform additional duties as assigned.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

- Communications - Ability to communicate effectively with others both orally and in writing.
- Customer Service - Ability to take care of the customers' needs while following company procedures.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Reliability - Prompt and dependable. At work as scheduled. Plans and communicates scheduling concerns to leadership.
- Teamwork - Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Systems Analysis - Ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

SKILLS & ABILITIES

Education: Applicants must be currently enrolled in a four-year university majoring in Computer Science, Information Technology, Systems and Network Administration or related field.

Experience: Prior experience working in a helpdesk setting a plus.

Computer Skills

Installation and testing of user hardware and pre-configured network equipment. Thorough knowledge of the operation uses and capabilities of computer equipment and methods and techniques for maintaining and repairing computer equipment. Good communication and troubleshooting skills including helpdesk support of hardware and software for end users.

PHYSICAL DEMANDS

Intern must occasionally lift or move up to 25 pounds for movement of boxes, files or other items. May also include frequent bending, stooping, squatting, pushing and pulling. Intern is required to perform job duties in accordance with existing health and safety procedures and policies.

While performing the duties of this job, the employee is regularly required to sit for extended periods. The employee is frequently required to walk and stand. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus.

Employee Signature: _____ Date: _____

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.