

We're Hiring:

IT Support Intern

Hiring Range: \$15-\$17 per hour

For a full list of essential functions, knowledge, skills & abilities, please go to ridetherapid.org

Application Deadline:

This position will remain open until filled

How to Apply:

Submit resume to recruiting@ridetherapid.org
OR apply online at ridetherapid.org/jobs

THE RAPID IS AN EEO EMPLOYER:
WOMEN, MINORITIES, AND VETERANS
ARE ENCOURAGED TO APPLY



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.
- Other duties as assigned.

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.