Desktop Support Intern

Encore Capital Group is seeking a Desktop Support Intern who will work with and be mentored by the Manager of Desktop Support Engineering at our Headquarters in San Diego, CA.

The Desktop Support Intern will work closely with the Desktop and Service Desk teams. There will be an opportunity to work on several projects and learn many types of technologies.

Tasks that may be performed:

- Imaging and upgrading computers
- Creating and maintaining IT inventory
- Creating and maintaining document library
- Monitoring ticket queue and resolving issues
- Testing conference room facilities
- Improving cable management at workstations
- Meeting with business users to determine their requirements

Experience and Skills:

- Knowledge of basic computer systems and handheld devices
- Windows 7+ experience
- Microsoft Office experience: Outlook, Word, PowerPoint and Excel
- Detail oriented
- Strong communication skills, verbal and written
- Eager to learn
- Comfortable meeting with various areas of the business and or stakeholders
- Good problem solving skills

Education:

- MIS, CS or Engineering degree program

Additional Details:

- PAID Internship
- 8 weeks - June 20th to August 12th
- Each intern has an opportunity to work on a specific project which will be both challenging and rewarding
- Each intern has a direct manager and identified mentor

To apply, please submit your resume to our online career site at https://www.encore-jobs.com/job/san-diego/it-desktop-support-intern/420/1781388

About the company:
Encore Capital Group is a leading provider of debt management and recovery solutions for consumers and property owners across a broad range of assets. Through its subsidiaries, the
company purchases portfolios of consumer receivables from major banks, credit unions, and utility providers, and partners with individuals as they repay their obligations and work toward financial recovery. Through its Propel Financial Services subsidiary, the company assists property owners who are delinquent on their property taxes by structuring affordable monthly payment plans. Encore’s success and future growth are driven by its sophisticated and widespread use of analytics, its broad investments in data and behavioral science, and the significant cost advantages provided by its highly-efficient operating model and proven investment strategy, and the company’s demonstrated commitment to conducting business ethically and in ways that support its consumers’ financial recovery.

Headquartered in San Diego, Encore is a publicly traded NASDAQ Global Select company (ticker symbol: ECPG) and a component stock of the Russell 2000, the S&P SmallCap 600, and the Wilshire 4500. More information about the company can be found at www.encorecapital.com.