

## **HELIX ELECTRIC IT INTERN JOB OPENING**

### **OVERVIEW:**

The Help Desk/IT Support intern will have the responsibility of assisting users on various hardware and software related issues. This position will also provide support to all employees over the phone, face-to-face, or electronically; sound judgment and professionalism is required.

This is a part time position that will require approximately 15 - 25 hours per week, and is expected to last for one year or longer.

### **DESCRIPTION OF DUTIES & SCOPE:**

- Identify, research, and resolve technical problems
- Respond to telephone calls, instant messages, email and personnel requests for technical support
- Track and document all IT Support Tickets using a helpdesk ticketing system
- Prioritize all incoming support requests and assign to the appropriate resource
- Support, monitor, test, and troubleshoot hardware and software problems
- Recommend and schedule repairs, via vendors or hands-on
- Image, install and configure workstations based on company needs and requirements
- Create and maintain master install images for all endpoints
- Provide support for printers, copiers, scanners, and mobile devices
- Create and maintain inventory documentation on all IT related hardware and software licensing
- Provide end user support for IT-managed applications and software
- Perform other duties or special projects as requested related to area of responsibility

### **QUALIFICATIONS:**

- General knowledge of Microsoft Windows XP, Vista, Windows 7/8.1/10
- General knowledge of Microsoft Office Suite 2013 & 2016
- General knowledge of Microsoft Office 365 environments, including Exchange online
- General knowledge of Video Conferencing\Instant messaging systems (Skype, GoTo Meeting)
- General knowledge of Endpoint Imaging Systems (Ghost, WDS)
- General knowledge of Adobe Acrobat/Reader, Bluebeam, WinZip
- General knowledge of helpdesk systems, remote support tools (ManageEngine, GoTo Assist)
- Ability to perform remote installation and troubleshooting of endpoints and peripherals
- Ability to support mobile devices (iPhone, Android)
- Ability to work independently, set priorities and achieve results
- Must have a strong work ethic, organizational skills, the desire to learn, and not afraid to ask questions
- Ability to maintain confidentiality at all times

*Helix Electric is an Equal Opportunity/Affirmative Action Employer committed to diversity in our workforce. It is our policy to attract and retain the best-qualified people available, without regard to race, color, religion, national origin, gender, sexual orientation, age, disability or status as a Special Disabled Veteran, Vietnam Era Veteran or other qualifying veteran. Diverse employees/candidates are encouraged to respond. Helix Electric is committed to developing and maintaining a workplace that reflects the diversity of the communities we serve. M/F/D/V*