

JOB DESCRIPTION

Tech Services Intern

POSITION SUMMARY

Provides overall hardware and software support to McCownGordon associates, including systems provisioning, internal and field user support, printer/copier management, and mobile phone support. Tracks company assets, maintains intranet, and trains associates on all hardware and software usage.

PRIMARY RESPONSIBILITIES

Systems Provisioning:

- Deploys laptops and desktops by following documented procedures, company standards, and direct instruction.
- Installs and configures software by following documented procedures, company standards, and direct instruction.

Internal User Support:

- Reviews incoming requests and determines priority.
- Diagnoses and repairs software and hardware by using troubleshooting procedures to determine problem and possible solutions.
- Communicates with vendors to resolve escalated technical issues by phone and e-mail.
- Communicates regularly with user to provide updates and interim provisions.

Field User Support:

- Addresses technical issues by using remote software and by making site visits as necessary.
- Maintains networks and systems at remote locations.
- Conducts technical training with field users on using hardware and software.

Asset Tracking:

- Tracks laptops, desktops, hardware and software by entering details into asset tracking system.
- Conducts periodic audits to ensure database is updated and accurate.

Printer/Copier Management

- Keeps inventory of toner supplies and orders when needed by contacting the appropriate vendor.
- Places service calls when equipment is broken by following departmental protocol.
- Submits meter readings on a monthly basis by collecting the figures and e-mailing them to the appropriate contact person.

Mobile Phone Support

- Activates mobile phones by contacting vendors and following instructions.
- Troubleshoots phone issues with vendor support.

Associate Training

- Assists IT Manager in associate training by creating agendas and presentations.

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KNOWLEDGE, SKILLS, AND ABILITIES (*attributes necessary for a person to be successful in the job*).

- Core Values: exhibits company's core values of Integrity, Performance, and Relationships.
- Teamwork Orientation: demonstrates a team approach and attitude
- Thorough knowledge of Microsoft operating systems and Office Suite
- General understanding of TCP/IP networks
- Ability to work independently
- Interpersonal Skills

MINIMUM QUALIFICATIONS

- Completed sophomore year of Bachelor's Degree program in Computer Science, Computer Engineering, Data Science, Business Analytics, or related field, or equivalent combination of education, training, and experience.
- Proficiency in computer applications, preferably Microsoft Office.

WORKING CONDITIONS

The position requires work in an office environment as well as construction job sites.

Note: This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. The job description is subject to change at any time.