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| **Job Title** | IT Intern | | |
| **Reports to:** | IT Manager | | |
| **FLSA** | Student Intern | *Orig. Date* | *August 2019* |
| *Revised:* |  |

**JOB SUMMARY**

Assists in maintaining Park Center computer environment by installing, supporting and maintaining computer systems.

**ESSENTIAL FUNCTIONS**

* Inspects personal computer equipment and applies user requirements to prepare personal computer for delivery.
* Installs hardware and peripheral components such as monitors, keyboards, printers, and CPUs on premises. Installs network print devices. Provides LAN cabling as needed. Minor repair of some office equipment such as projectors.
* Loads specified software packages such as operating systems or business applications into computers. Enters commands and observes system functions to verify correct system operation. Troubleshoots and replaces defective or inadequate software packages.
* Organize and maintain IT resources with asset management tools.
* Respond to help desk inquiries concerning system operation and diagnoses system hardware, software, and operator problems. Recommends or performs minor remedial actions to correct problems.
* Provides updates, status, and completion information to manager, help desk ticket portal, and users via voice mail, e-mail, or in-person communication.

**REQUIREMENTS**

* Computer Science, Information Technology, or Management Information Systems major
* Minimum GPA of 3.0
* Familiar with Windows 10, PowerShell and Microsoft Office Suite
* Strong verbal and written communication
* Excellent analytical and problem-solving skills
* Ability to work well in teams
* Strong work ethic and attention to detail

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is frequently required to walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Occasionally exposed to high, precarious places; extreme heat and risk of electrical shock. The noise level in the work environment is usually moderate.