



Job Description: Help Desk\LAN Support Intern

Summary

The Help Desk\LAN Support intern will have the responsibility of assisting users on various hardware\software related issues. This position will also provide support to *all employees*; common sense and professionalism is required.

Responsibilities

- Identify, research, and resolve technical problems
- Respond to telephone calls, instant messages, email and personnel requests for technical support
- Document, track, and monitor all problem to ensure a timely resolution
- Support, monitor, test, and troubleshoot hardware and software problems pertaining to LAN
- Recommend and schedule repairs, via vendors or hands on
- Install and configure workstations based on company needs and requirements
- Provide end users support for all LAN- based applications
- Assist with data recovery, using tape backup or recovery tools
- Perform manual/automatic backup's as needed
- Perform other duties or special projects as requested related to area of responsibility

Requirements

Education & Experience

- High school degree or equivalent
- 1 or more years of experience in an office environment

Knowledge & skills

- General knowledge of Microsoft Windows 2000, XP, Vista
- General knowledge of Microsoft Office Suite 2000, 2003, 2007 (Word, Excel, Powerpoint, Outlook)
- General knowledge of Adobe Acrobat, Winzip\Winrar
- Must have a strong work ethic, organization skills, the desire to learn and is not afraid to ask questions
- Ability to maintain confidentiality at all times

Working Conditions

- Most duties performed in usual office conditions with standard office equipment, computer, copier, fax and phone
- Use of computer terminal requiring frequent mental and visual attention; and able to lift\carry ~50lbs servers\power supply

For more information, please visit: <http://www.analyticaintl.com>

Interested candidates should submit a letter of interest and resume to careers@analyticaintl.com