



JOB DESCRIPTION

Job Title: Help Desk\LAN Support Intern
Job Family: Administration
Salary Plan: Non-Exempt
Status: Full-time
Immediate Supervisor: Network Administrator
Last Updated: 7/7/2009

GENERAL 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 levels of employees, common sense and professionalism is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Identifies, researches, and resolves technical problems.
2. Responds to telephone calls, instant messages, email and personnel requests for technical support.
3. Documents, tracks, and monitors the problem to ensure a timely resolution.
4. Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN.
5. Recommends and schedules repairs, via vendors or hands on.
6. Installs and configures workstations based on company needs and requirements.
7. Provides end users support for all LAN- based applications.
8. Assist with data recovery, using tape backup or recovery tools.
9. Perform manual/automatic backup's as needed.
10. Perform other duties or special projects as requested related to area of responsibility.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Varied knowledge and skills required in the following areas:

- 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.

EDUCATION AND PREVIOUS EXPERIENCE

Education: High school degree or equivalent.
Experience: 1 or more years of experience in an office environment.

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
- Ability to maintain confidentiality at all times