



**Position Name:** IT Intern – Help Desk & Support Technician

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. You may provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

**Principal Activities - Office**

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Modify and customize commercial programs for internal needs.
- Oversee the daily performance of computer systems.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.

**Qualifications:**

1. Excellent knowledge of our supported software and technologies

2. Strong interpersonal skills required to effectively communicate with users and vendors
3. Passion for teamwork, continuing education, problem solving and exceptional customer service
4. Must be well spoken, outgoing, organized, detailed-orientated, dependable and flexible
5. Experience with HP, Cisco, Dell, SonicWall, Microsoft and VMware technologies a plus
6. Background Check

**Effect of End Result:**

1. Employees will have received quality customer service care.
2. Computers, software, and other IT equipment will be maintained.
3. The Intern will gain hands-on skills working in an IT department for a large Non-Profit.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

1. While performing the duties of this job, the employee is frequently required to read, speak, stand, lift, walk, sit and use a computer keyboard and monitor.
2. Must be able to effectively communicate with co-workers and clients.
3. Must be able to reach above head and perform repetitive movements.
4. Must be able to drive or have reliable transportation for off-site meetings and events.
5. Will be required to lift items up to 60 lbs. consistent with regular office environments.

**Location:** Everett

**Opportunity Type:** All

**Contact:** <mailto:info@voaww.org>