

IT Service Desk Intern

The successful intern will possess the ability to research, perform analysis, draw conclusions and make recommendations. Excellent oral and written communications and Microsoft Office skills required. Sound judgment, ability to maintain professional relationships with excellent customer service, excellent problem-solving skills, and a natural curiosity required.

Responsibilities:

- Create and schedule reports related to Service Desk requests/incidents
- Work with Service Desk to create and publish Knowledge Base Articles
- Organize and maintain inventory sheet for IT Storage Closet (11th floor)
- Catalog and prep IHDA end of life assets for disposal
- Develop electronic hot swap program for IT loaner devices (laptops/hot spots, etc.)
- Develop electronic training database for Service Desk personnel
- Other duties as assigned

Experience:

Student entering Sophomore, Junior or Senior year with primary focus in Computer Science or a related technical major. Prior customer service experience a plus.

To apply, submit resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclId=19000101_000001&jobId=386837&source=CC2&lang=en_US

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