



Title

IT Services Intern- May 1- August 30, 2019

Description

The IT Services Intern position will work with and learn from our Support Team on a variety of IT projects and services for the duration of their tenure with us. We hope to find candidates with passion for technology and customer service, as well as someone who is detailed oriented and eager to learn.

Depending on skill level, experience, and the availability of work, we aim to have the IT Services Intern engage with our staff and clients on:

- Network Discovery & Documentation
 - Learning about a client's IT environment, and documenting the pertinent information required to support that environment is an essential part of providing IT services. Performing these operations will help candidates learn about technology, documentation best practices, and IT standards while gaining experience using industry software tools.
- Deployment Projects
 - Whether it be imaging new workstations for client deployment, installing software upgrades, or auditing existing installations, utilizing tools and processes to ensure clients receive properly configured assets is critical to effect IT asset management, maintenance, and deployment.
- Frontline Customer Interaction
 - The heart of the IT Service delivery model is customer service – how we interact with our customers, including the use of ticketing systems to track service request and record work performed.
 - Central to this service delivery is our phone operations, where we take client calls and create detailed problem tickets to document their issues effectively so that we can assign the right technical resources to do the job quickly, accurately, and efficiently.

Qualifications

- Must be a Current WMU or CMU Student. This internship is a partnership with both the universities and the Small Company Internship Award Scholarship.
- Valid Michigan driver's license and reliable transportation required
- Strong interest in technology required
- Some coursework in IT/technology required
- Strong typing skills, with an attention to detail and accuracy required
- Any experience in customer service is a plus
- Any experience in IT service is a plus