



Position Description

Job Title: IT Support Internship
Department: IT Department
Supervisor: Information Systems Manager

Job Summary

West View Water Authority Information Technology department is looking for a talented individual for an IT Support intern. The IT Support Intern will be involved in day-to-day operations supporting the department in several areas. This is a prime opportunity to learn the avenues of utilitarian IT departmental operations. As an intern you will have direct exposure to IT help desk support, Systems administration, System Operations, Cyber Security, and IT Project Management. Our goal for the summer internship is to develop a well-rounded experience for students looking to move into the Computer Science sector after graduation.

Specific Duties

1. Maintain and provide reporting support for the system and users.
2. Gain an understanding of IT methodologies.
3. Work cooperatively with IT colleagues to successfully meet project milestones.
4. Configure user's PC's and assist with remote support and updates.
5. Install, maintain, support TCP/IP network devices, servers, and attached devices. This includes system units, cabling, displays, printers, and other peripherals as needed.
6. Assist Users with desktop operating systems, email, Microsoft Office, PC hardware and Remote Access.
7. Provide users with local desk side and telephone support resolving issues, prioritizing problems, and escalating as needed.
8. Install hardware components, desktop operating system software, and application software (Windows 10, Microsoft Office, etc.)
9. Communicate any current outage/critical incident status to callers and if new information/symptoms reported notify IT management team.
10. Assist configuring of mobile devices used by field personnel.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the incumbents of the job. Incumbents may be required to perform job related tasks other than those specifically presented in this description.

Qualifications and Job Requirements

- Must be highly self-motivated with the ability to organize and prioritize work tasks.
- Must be currently enrolled and have completed some college coursework in an IT degree program.
- Proven analytical skills and the ability to troubleshoot and resolve hardware and software problems as well as the ability to research and understand technical documentation.
- Must have strong demonstrable verbal, written, interpersonal, and service skills with ability to communicate complex problems and solutions to end users.
- Must have awareness of the PC hardware components, desktop operating system software, application software and some network troubleshooting.
- Experience in IT/Help service desk is a plus.

Physical Demands

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

While performing the duties of this job, the employee is frequently required to sit. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms; and talk or hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment described here is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to the risk of electrical shock. The noise level in the work environment is usually quiet.