



Information Technology Help Desk Seasonal Intern

Florham Park, NJ

(Paid)

Job Description:

The main role of the Help Desk Support Seasonal Intern is to ensure that all employee's IT related problems are addressed and rectified. This role requires helping users with a wide range of IT tasks throughout a typical day. It also entails recommending and administering upgrades, repairs, and enhancements to the various computers, devices, and software. When necessary, this position will require you to assist other members of the department in their daily operations, as well as learning to perform their duties as to lessen the workload on the other department members.

Responsibilities:

- Act as first responder as users encounter problems with any Information Technology-related task, usually dealing with local workstations, printers, mobile devices (smartphones), and network shares.
- Prepare computers for employees, including setting up new computers, clearing data off previously used computers and preparing them for use by another user.
- Contact appropriate 3rd party vendors for part replacements and/or make appointments repairs by a technician.
- Clean workstations of malicious software, such as viruses, spyware.
- Perform research on unresolved issues relating to all aspects of the department.
- Install applications and educate employees in software and hardware specific to their job.
- Lifting and transporting of equipment of various weight and bulk.

Requirements:

- Bachelor's degree in Computer Science or related field
- Available to work 40 hours per week including some nights and weekends
- Working knowledge of Windows 7, Active Directory, DNS, DHCP, WINS, TCP/IP
- Knowledge of computer hardware, including printers, routers and switches
- Working knowledge of VoIP Telephony and Routing (Cisco) is a plus
- Knowledge of Wireless Configuration/Security (WPA2, TKIP, etc.) is a plus
- Working knowledge of Microsoft Office 2010/2013
- Working knowledge of IOS, Android, Blackberry Devices
- Must have excellent communication & customer service skills
- Experience with help desk support

How to Apply:

Interested applicants should complete an application and submit a cover letter and resume at the link below.

Department: Information Technology

Position: Help Desk Seasonal Internship

[Fill out the application and upload your resume and cover letter here.](#)