



INFORMATION TECHNOLOGY INTERNSHIP

JOB LOCATION: De Pere, WI

Summary:

The **Information Technology Intern** will be expected to apply concepts and skills learned through college courses to the business environment.

Essential Duties and Responsibilities:

To include the following; other duties may be assigned:

- Collect, document and manage Help Desk tickets.
- Provide Help Desk support to end users. Support includes network systems, phone systems, desktop computers and mobile devices.
- Research issues and problem solve independently or as a team.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by internal customer.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products and services.
- Follow up and update internal customer status and information.
- Assist in the creation and maintenance of system documentation.
- Analyze trouble ticket trends.
- Install and maintain computer hardware and software.
- Assist in executing plans for technology upgrades, roll-outs and routine maintenance.

Skills/Qualifications (Competencies):

- Currently enrolled in a computer-related degree program.
- Ability to handle several projects simultaneously.
- Ability to hold a sense of urgency to ensure timeliness of delivery.
- Self-Motivated/Self-Starter.
- Ability to communicate effectively, both oral and written.
- Ability to apply common sense reasoning to carry out detailed instructions.
- Attention to detail.
- Ability to work well with internal customers (tradespersons and all levels of management and staff) and external customers.
- Adaptable to changing priorities and workloads.
- Travel as needed (i.e. Regional Office/Shop in Wisconsin Rapids, training, jobsite visits, etc.).

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