



## Information Technology Internship

### Position Summary:

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

### 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.

### Minimum Knowledge, Experience & Skills Requirements:

- Currently enrolled in a computer-related degree program.
- Ability to hold a sense of urgency to ensure timeliness of delivery.
- Self-Motivated/Self-Starter.
- Ability to communicate effectively, both oral and written.
- Installing, configuring, and troubleshooting Windows operating system.
- Network fundamentals. Switch and router operation, network connectivity.
- Computer hardware troubleshooting, peripheral device installation/configuration
- 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.).

### Preferred Qualifications:

- Windows Server experience
- SQL Server experience
- C# or another programming language

### About Tweet/Garot

Tweet/Garot Mechanical, Inc. is a mechanical contracting company with offices in De Pere and Wisconsin Rapids, Wisconsin. Tweet/Garot has been in business since 1897. Our business consists of design, engineering, fabrication and installation of plumbing, heating, air

conditioning systems, and process and boiler piping, as well as building automation services. We also design, manufacture, and install food processing equipment. We service what we install by providing our customers with a full range of HVAC and plumbing service and maintenance.

### **Our Culture**

We know our success is our people! We want you to love what you do. At Tweet/Garot our employees matter. Joining our team is your opportunity to be your personal best.

To apply, please submit a Cover Letter and Resume and/or application on [tweetgarot.com](http://tweetgarot.com)  
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