POSITION TITLE: Help Desk Tech Internship

REPORTS TO: IT & Operations Manager

POSITION SUMMARY: The role of the Help Desk Tech Internship is to support the information technology systems to ensure the organization operates effectively and efficiently in a hybrid remote work-on-site office environment. This individual plays a significant role in managing our employee satisfaction with our information technology including computer/device troubleshooting, administering Office 365 and other cloud services, software updates, and IT vendor support.

KEY RESPONSIBILITIES:

Information Technology

- Work with the Operations and Information Technology Manager to proactively ensure efficient daily operations of Hope Builders’ IT infrastructure and properties; Coordinate necessary resources and troubleshoot property issues as they arise; Make recommendations for improvements to processes, vendors, and equipment
- Provide basic support for Office 365 platform administration and application troubleshooting in an MS Teams with a hybrid on-site or remote work environment
- Monitor Help Desk ticket system and resolve issues
- Serve as the key on-site support staff to provide basic IT assistance; Maintain computer labs for student training and testing; Troubleshoot software and hardware issues includes: installing, updating, removing, and replacing software
- Coordinate IT vendors to maintain all IT cloud services, software, servers, networks, and equipment; Provide first level support services to users
- Maintain records and plans for maintenance, equipment, and supply inventories
- Research options for purchase and maintenance of resources and make recommendations for purchases
- Train staff, interns, and students on the proper use of computers, software and property

QUALIFICATIONS/EXPERIENCE TO BE GAINED:

- Must have excellent computer skills (MS Teams, Word, Excel, Outlook)
- Experience working with Office365 administration functions
- Experience with both remote work and onsite work computer software and hardware setup for Windows laptops, Chromebooks, Windows desktop workstations and Windows network required; knowledge of G-Suite and Schoology a plus
- Highly self-motivated with excellent time management and people skills
- Good organizational skills and the ability to manage multiple projects simultaneously
• Must have a valid CA Driver’s License, reliable transportation to utilize in picking up or maintaining equipment, and meet state required automobile insurance minimums
• Can obtain the CompTIA ITF+ certification within internship period

ADDITIONAL REQUIREMENTS:
• Ability to sit at a desk or computer for extended periods. Ability to lift at least 30 pounds. Ability to go up and down stairs throughout the day.
• Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

Essential Values-Based, Leadership and Management Competencies
• Demonstrates competencies in line with the core values that are the foundation of all activities performed by employees to achieve the mission of Hope Builders.

COMPENSATION & BENEFITS: Part-time position between 12-20 hours per week, $16 per hour. Position does not include benefits.

STATEMENT ABOUT POSITION: This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities. This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders or its subsidiaries may be terminated at will by the employee or the organization at any time with or without cause and with or without notice.

HOW TO APPLY: Please contact Joey Renert at jrenert@tsjhopebuilders.org or 714-790-8731