Job Description

Job Title: Technical Support Helpdesk Intern

Department: Information Technology

Reports To: Manager of IT Operations and Networking

FLSA Status: Hourly

Approved Date: June 2022

GENERAL POSITION RESPONSIBILITIES

This candidate is a self-starter who can work providing IT support. Responsible for assisting with maintenance of site servers, site network equipment, site telephony, desktop hardware and peripherals. Responsible for assisting with installation and support of desktop hardware and desktop software. Responsible for assisting with responding to user calls and requests for assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assist with the following, but other duties may be assigned:

- Provide first point of contact for all support issues for end-user technical support maximizing the end user's experience.
- Establish and maintain effective relationships with all levels of users.
- Ensures an outstanding level of customer service by providing direct IT support to individuals throughout the organization.
- Prioritize service issues based on multiple competing priorities and objectives.
- Setup, install and maintain desktop and laptop hardware/software and peripherals and network printers.
- Setup and maintain site network file structures, access rights, network security, network users, network printing and desktop user environments.
- Setup and maintain site network servers by applying patches, logging changes and monitoring error logs.
- Troubleshoot and repair problems with the site network, server, and telephony infrastructure and systems.
- Troubleshoot and resolve problems encountered in the use of site systems and desktop applications.
- Assist with maintaining computer room, site network cabling and department documentation.
- Maintain site specific desktop application setup, standards and streamline processes to eliminate future problems.
- Maintain site hardware/software inventories and assist with the audit of site hardware and software.
- Monitor site-based server hardware uptime, virus protection and site-based software updates.
- Assist with system backups and disaster recovery plans.

- Escalate issues and concerns to the Manager of IT Operations and Networking, as appropriate.
- Ensure all technical support related activities comply with the global Harsco compliance standards and procedures.
- Document all support calls for systems performance and metrics reporting.
- Dependability and regular attendance are required.
- Ability to lift a minimum of 40 lbs.
- Perform other reasonably-related tasks as assigned by management.