

## Position Description

<b>Position Number: 1</b>
<b>Position Title: IT Help Desk Support Intern - EEA</b>
<b>Location: 100 Cambridge St / Boston</b>
<b>Duration: June 5 – August 18, 2023</b>

### **Brief Description of Internship Position:**

The candidate will be assisting Senior Technicians for onsite, deskside support functions. Primarily, activities will take place at 100 Cambridge St in Boston at EEA-IT headquarters, but will be assigned as necessary to other buildings within Greater Boston. Deskside support functions include but are not limited to assisting internal customers with laptop issues (hardware and software), troubleshooting conference room AV equipment, deploying hardware assets (keyboards, monitors, etc.), and providing excellent customer service.

### **Description of Duties and Responsibilities:**

- Reviewing help desk queues for issues.
- Visiting customer desks to provide in person assistance.
- Calling users with question.
- Updating and responding to work tickets electronically.
- Responding to requests for AV assistance in conference rooms.
- Assisting Senior Technicians with preparing assets, deployment of assets, swapping out mobile devices.
- Being a key player in the upcoming Future of Work activities (building moves).

### **Preferred Knowledge and Skills:**

The candidate should have excellent PC skills within a Windows environment and should be able to demonstrate intermediate level proficiency with Microsoft Office products. Troubleshooting ability is key to resolving issues for customers in a timely fashion. Demonstrated customer service experience. Familiarity with Apple mobile products preferred.

### **Hours per week:**

10-20

### **Other relevant information:**

The candidate should be able to lift 50lbs of computer equipment, able to sit/stand/crawl under desks.