

Unpaid Internship Position Description

Position Title: IT Deskside Intern
Agency: Executive Office of Energy and Environmental Affairs
Location: 100 Cambridge Street, Boston
Duration: 09/15/2025 – 12/05/2025

Brief Description of Internship Position:

The intern 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 questions.
- Updating, and responding to work tickets electronically.
- Responding to requests for AV assistance in conference rooms.
- Assisting Senior Technicians with preparing assets and deployment of assets.
- Other duties as assigned.

Preferred Knowledge and Skills:

- 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 hours