



EMPLOYMENT TERMS:

Employment Type:	Direct Hire
Employment Status:	Part time: 16 - 30 hours per week with some scheduling flexibility
Employment Term:	Short-term
Employment Period:	April-August, 2018; willing to accommodate school schedules
Office Location:	Westwood, MA
Education:	Progress towards degree or certification in IT program
Manages Others:	No
FLSA Classification:	Non-exempt
Relocation:	Not eligible
Benefits Eligibility:	Not eligible
Visa Sponsorship:	Not eligible
Required Travel:	None
Regular Hours:	Flexibility between 8am and 6pm, Monday through Friday. Some weekend work may be required.

POSITION SUMMARY

The PC Support intern will assist the IT team with setting up new hires, migrating workstations, installing new hardware and software, resolving help desk issues, and troubleshooting desktop and device related issues

Position Responsibilities:

- New hire account provisioning and system setup
- Respond to technical support calls
- Update solutions database with applicable resolutions
- Maintains, upgrades and repairs PCs and laptops
- Installs and configures computers, monitors, and peripherals such as printers, scanners, and related hardware
- Software installation and support of commercial software and related upgrades
- Smartphone support



Additional Requirements:

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or groups of individuals from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods of time, and to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

Physical Requirements:

Somewhat sedentary with intermittent standing, walking, bending and/or stooping; occasional lifting, carrying, pulling and/or pushing of objects weighing 50 pounds or less; occasionally kneel, crouch, or crawl; ability to travel and/or drive to a variety of locations as needed to conduct business (less than 5% of the time); subject to frequent to constant visual stress, and repetitive use of hands, shoulders, wrists and forearms for extended periods of time while using a computer keyboard and/or mouse

Working Conditions:

Primarily works in indoor office and/or computer room environments; subject to frequent contacts with and interruptions by individuals in person or by phone or email; exposure to computer room operations noise; may work during evening hours including weekends and/or holidays on an as-needed basis. Must be able to respond to emergency on-site requests by arriving at the supported office within one hour of notification of system disruption.