



## JOB DESCRIPTION NAME

<b>JOB TITLE:</b>	<b>IT Support Intern</b>
<b>DEPARTMENT:</b>	Information Technology
<b>REPORTS TO:</b>	IT Endpoint Administrator
<b>EFFECTIVE DATE:</b>	<b>5 Month Assignment</b>
<b>CLASSIFICATION:</b>	Non-exempt

**POSITION SUMMARY:** The IT Support Intern will assist in the daily tasks and operations of the Information Technology department. This individual will be involved with servicing Help Desk tickets, providing onsite support, assisting with project work, and performing other duties as assigned.

**PROGRAM MISSION:** The mission of the Information Technology Department is to provide secure, reliable, technology solutions and to deliver excellent customer service as driven by the Foundation's Core Values of Hospitality and Quality.

**ORGANIZATIONAL VALUES:** Rooted in our Christian faith, daily work reflects the Values of Hospitality, Stewardship, Unity, and Excellence.

### **ESSENTIAL FUNCTIONS:**

Under direct supervision of Endpoint Administrator, the IT Support Intern will learn and master the ability to assist with the following:

- Building and supporting end user devices (e.g., PCs, Macs, printers, and tablet devices)
- Overseeing the deployment of updates and security patches
- Maintaining endpoint inventory record accuracy
- Resolving Help Desk ticket requests as assigned in accordance with service level targets
- Documenting status updates and root cause resolutions in ticket notes
- Maintaining proactive and follow up communication with users regarding their ticket status
- Seeking assistance in collaboration with other IT staff as needed
- Assist with special projects

### **QUALIFICATIONS:**

- High school diploma with previous IT or computer coursework required
- Currently enrolled or planning to enroll in a computer science, IT, or closely related degree program preferred

### **COMPETENCIES-Knowledge, Skills, and Abilities:**

- Analytical and problem-solving capacities
- Ability to perform basic PC and printer troubleshooting
- Excellent customer service skills
- Strong communication skills

- Effective time management skills
- Ability to maintain confidentiality
- Ability to build and maintain good working relationships with Foundation staff, the IT community, and vendors
- Effectively, professionally, and respectfully represent the Foundation and IT Team
- Knowledge of computer peripheral configuration and network cabling
- Knowledge of Windows 10, Mac OS X, and iOS
- Knowledge of Microsoft Office Suite, SharePoint/OneDrive, and/or Active Directory is a plus

**PHYSICAL REQUIREMENTS:**

- While performing the duties of this job, the employee is regularly required to talk or hear
- Regularly required to climb ladders, walk, sit, use hands, and regularly lift more than 25 pounds. This position requires reaching balancing, stooping, crouching, crawling, and working in confined spaces
- Capable of working 8+ hour shifts occasionally
- Capable of traveling to work in various buildings in Kerrville, San Antonio, and in the Canyon

**WORK ENVIRONMENT:**

- This job operates in a professional office environment most of the time. This role routinely uses standard office equipment such as computers, phones, multi-function printers, filing cabinets, and fax machines.
- This job may also work in a camp or retreat setting. This requires the ability to work outside on uneven terrain and in varying weather and environmental conditions
- Ability to occasionally work a varying schedule based on technology needs, including some weekends.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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EMPLOYEE SIGNATURE

DATE

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MANAGER SIGNATURE

DATE