

Help Desk Intern

If the internship is for college credit, hours may vary depending on schedules.

If the internship is through the SkillBridge Program, amount of days per week may vary depending on the service member and what their command will approve.

We are seeking a positive, self-motivated individual that has an empathetic and giving heart, and an energetic soul. We have built our business model on providing Fortune 500 level IT services to all small/medium sized businesses. Our technicians on all tiers show the same level of professionalism and understanding from first point of contact to final resolution. We methodically work through any IT-related issues by:

1. Asking the right questions
2. Listening for clues in the response
3. Through experience, research, teamwork, and due diligence, resolve the issue timely and effectively.

Do you fit this mold? We'd like to hear from you!

TSI's Help Desk is divided into two departments: Help Desk and Production. Interns will rotate between the two departments to understand both sides.

Typical Job Duties Include:

- Help Desk:
 - Availability to start and complete projects that can span short and long term.
 - Taking and giving directions, both clear and to the point.
 - Taking a project and recognizing the necessity of adhering to deadlines.
 - Provide initial point-of-contact support for all technical issues.
 - Provide clear, understandable documentation on troubleshooting steps and solutions.
 - Willingness to accept and give technical assistance to both internal and external contacts.
 - Willingness to continue your technical certification path of choice.
 - Taking and giving directions, both clear and to the point.
 - Taking a project and completing it correctly in a timely manner.
 - Able to go on-site to support any IT-related device that cannot be handled remotely.
 - On-call rotation lasting 1 week (Depending on skill level)

- Production:
 - Basic hardware and network knowledge
 - Proficient with Microsoft
 - Be able to build workstations, laptops
 - Be able to install Windows OS and Linux

Required Capabilities:

- Able to start and complete projects no matter the length
- Excellent documentation skills on all projects and tasks
- Above average communication skills
- Detail oriented
- Expert follow-up skills
- Self-starter
- Time-conscious
- Excellent customer service skills
- Good driving record
- Ability to lift 30 lbs.

To Apply

Email intern@tsiva.com with your cover letter and resume, as well as your answer to the following question: Why should we select you?