

# UFIT Academic Technology

## IT Desktop Support Internship

**Hiring Manager Name & Title:** Allen Brown, IT Support Supervisor

**Unit:** Academic Technology

**Title of Internship:** IT Desktop Support Assistant Internship

**Brief Description of Internship (please include physical location of the job):**

Standard duties include manual labor in the transport and setup of personal computers. Additional duties will include computer imaging, assisting clients with information technology and audio-visual issues in person and remotely, reviewing existing documentation for accuracy and clarity and assist in the creation of new documents.

**Specific Duties:**

- Collaborates with team members to resolve information technology concerns
- Provide top tier customer service
- Ability to troubleshoot computer and audio/visual issues and improve our clients' experience.

**Hours Per Week:** 10 -15 hours per week

**Hourly Rate:** \$12.50/hour

**Work Location:** College of Law – Holland Hall

**Qualifications Needed:**

- Fundamental understanding of computer hardware
- Ability to follow instructions and pay attention to details
- Able to lift 30 lbs.

**Learning Objectives:**

- Become familiar with the IT systems and hardware equipment installation methods used at the university
- Develop techniques troubleshooting to independently resolve IT and audio/visual equipment issues
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences to provide excellent service to a broad group of people
- Develop an understanding of their career field of interest, including the skills, responsibilities, and career trajectory of professionals; specifically, by understanding of the IT systems used at the University of Florida
- Develop interpersonal skills which will enable them to build professional relationships, work within a team structure, and to manage conflict in the workplace.