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.