Staff Contact Name: Alvin Woodbury, IT Manager
Department: Academic Technology – TSS
Title of Internship: Desktop Support Assistant Internship

Brief Description of Internship:
The Desktop Support Assistant Intern will assist IT Technology Support Services staff in providing accurate, timely, and sustainable solutions to end user computing and networking problems of a basic nature to ensure end user productivity.

Specific Duties:
- Manual labor in the transport and setup of PCs
- Computer imaging
- Assisting clients with Information Technology and Audio/Visual issues in person and remotely
- Review existing documentation for accuracy and clarity and assist in the creation of new documents.

Hours Per Week: 10 -15 hours per week
Hourly Rate: $12

Qualifications Needed:
- Drive to be a part of a team that collaborates to solve Information Technology and Audio/Visual issues for our clients.
- Desire to provide top tier customer service that delights our clients.
- Troubleshooting skills that can be developed and applied to Information Technology and Audio/Visual issues to improve the client experience.

Learning Objectives:
- 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
- Learn and implement troubleshoot simple IT/AV issues as an individual
- Develop interpersonal skills which will enable them to build professional relationships, work within a team structure, and to manage conflict in the workplace.