Information Technology Intern
Micro Doctor IT

Responsibilities Include:
- Serving as the first level technician for customers seeking technical assistance over the phone or email.
- Performing remote troubleshooting through diagnostic techniques and pertinent questions.
- Determining the best solution based on the issue and details provided by customers.

Job Brief:
We are looking for an entry level Rapid Response Team Member to provide fast and useful technical assistance on computer systems. You will answer queries on basic technical issues and offer advice to solve them.

An excellent Rapid Response Team Member must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with difficult customers.

Responsibilities:
- Serve as the first level technician for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in the ticketing system.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedures.

Requirements:
- A passion for technology, IT, and helping people solve problems.
- Tech-savvy with some knowledge of office automation products, operating systems, networking, and remote control.
- Good understanding of computer systems, mobile devices, and other tech products.
- Ability to diagnose and resolve basic technical issues.
- Excellent communication skills.
- Customer-oriented and client-focused.