Part-Time Internship

**IT Infrastructure Intern**
ValMark Financial Group - Fairlawn, Ohio
Application deadline - April 30, 2021 10:00 AM
Estimated salary $15.00 Per hour

**Role Description**
The Information Technology department is looking for an intern to help with day to day help desk requests to support our internal team.

**Job Summary**
The Help Desk Associate Intern ensures end user technology is performing optimally. The person in this role supports the day to day operation of IT functions. They also lead new rollouts and make sure day one support of upgrades is complete and the users can perform their job functions. This is often a jack of all-trades position. Each day brings new challenges. The individual must have good customer service skills as well as an ability to quickly resolve issues and provide recommendations for long term solutions. This individual must be able to remain patient and customer-oriented when troubleshooting.

**Essential Functions and Responsibilities**
- Manage the workload of service tickets entering the system. They are the primary person resolving help desk issues and escalating cases when necessary to others on the team.
- Act as the first responder on tier 1 phone support for issues requiring immediate attention.
- Maintain an acceptable turnaround time between service ticket creation and completion
- Research and troubleshoot problems affecting infrastructure technology
- Keep accurate and up-to-date documentation
- Identify and suggest possible improvements to existing procedures

**Related Qualities**
Our ideal candidate has the following qualities:
- Curious and eager to learn
- Open to constructive feedback
- Problem solving skills
- Ability to troubleshoot basic technical issues
- Organizational skills
- Keen attention to detail
- General technical skills
- Optimistic and positive attitude
- Strong communication skills
- Good understanding of Microsoft applications, including, but not limited to – Windows 10 and the office suite

**Requirements**
Must be currently enrolled in college seeking a bachelor’s degree relating to technology and have the ability to lift 50+ pounds (some aspects may require moving physical equipment and transporting it to different areas of the office).

**Contact Information**
Emily Sipes, Internship Coordinator

**About ValMark Financial Group**
Employees 100 - 250
Industry Investment / Portfolio Management
Headquarters Akron, OH

**Our Internship Program**
Valmark’s internship program provides flexibility in working around interns’ class schedules and gives students the opportunity to apply classroom education to real world situations. Our interns learn advanced wealth transfer, wealth accumulation, and investment strategies and immediately put them to use creating sophisticated retirement and insurance plans for clients. In fact, the work experience students gain as interns at Valmark may count towards the three year work experience requirement for students that are part of the CFP® program at the University of Akron. Interns also work alongside, and are mentored by, some of the industry’s top financial planning professionals, while also gaining valuable exposure to our partners at the insurance carrier level and our elite group of Member Firms located throughout the United States. Notably, several of our top former interns in a short period of time have become members of the senior leadership team at Valmark. Interested students should send their resume and cover letter to Emily Sipes at esipes@valmarkfg.com or apply in Handshake.