

# CHROMAFLO TECHNOLOGIES

## Job Description

Position Title: IT Intern

Department: Global Finance & IT

### **Summary of Position:**

Responsible for assisting in the support and maintenance of infrastructure at local site and several remote sites. Tier 1 and 2 Helpdesk support. Configuration, installation, and support of computers and phones. Troubleshooting and support on printers and peripheral devices.

### **Qualifications:**

- Working towards a BS in IT or related science.
- Experience with first and second tier support of PC, printers, phones, and mobile phones and client applications in the Microsoft and IOS environments a plus.
- Excellent written and verbal communication skills
- Self-motivated and with a strong initiative to take on additional responsibilities
- Excellent teamwork skills
- Strong interpersonal and organizational skills
- Ability to multi-task, prioritize, and manage time effectively
- Ability to lift and move objects weighing up to fifty pounds.
- Additional knowledge helpful (not required) includes basic networking, virus/malware troubleshooting and removal
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### **Major Areas of Responsibility:**

- Assist with installs, configures, and maintains personal computers, and other related equipment, devices, and systems.
- Responds to the needs of the users concerning access to resources on the network.
- Investigates user problems, identifies the source, determines, and implements the solution.
- Remains knowledgeable of changes in system software and hardware requirements.
- Installs and configures printers on end user PC's
- May be required to complete other duties as assigned by manager.

### **Major Interfaces:**

- Senior System Administrator
- IT Technician

### **The Incumbent Reports To:**

Senior System Administrator