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

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