

Job Description for IT Intern/Temp

2019

1. General IT plant support to include:
 - a. Trouble shooting PC hardware issues
 - b. Trouble shooting PC software issues
 - c. Installing software
 - d. Deploying software updates
 - e. Repair/replace and general maintenance of printers
 - f. Repair/replace plant phones
 - g. General PC and cabinet cleaning and maintenance
 - h. Resolving user issues
 - i. Password changes
 - ii. Software help
 - iii. Connectivity problems
 - iv. Answering users general IT questions
2. Hard drive image rebuilds
3. Cell phone management
4. Complete IT support ticket orders, meet SLA's (Service Level Agreement)
5. Special PC imaging ("stand-alone" that are not on the network)
6. Training and help with building PCs, virus protection deployment, repair etc
7. Production process computer configuration, trouble shooting and repair.

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