

Job Description #3

Job Title: IT Help Desk Intern

Grade: 2

Status: Exempt

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Department Head: Chief Information Officer

Summary Job Description:

As an intern with Clay County Utility Authority (CCUA) you will gain valuable work experience in a professional environment, leveraging your prior experience, education, and involvement.

The IT Intern position is responsible for enabling productivity and efficiency across the organization by providing timely, first level technical support services to all CCUA users .

* THIS IS A PART TIME POSITION

License or Certification Required:

Valid Florida Driver's License with good driving record.

Educational Requirements:

The ideal candidate should be pursuing a BS in Computer Science or related field, with a minimum of 30 credit hours completed. Preferred GPA of 3.0 or higher.

CompTIA A+ and Network + Certifications.

Experience Required:

0-2 years in a related field or equivalent knowledge preferred.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job:

Routinely required to stand, walk, reach, climb, balance, stoop, kneel and crouch while performing job duties.

Must have no physical deformities, loss of limbs, impairment of bodily motor functions, limiting mobility to walk or use arms and hands for various duties such as lifting a variety of package sizes, materials or equipment.

Eyesight may be corrected to meet no less than the minimum acceptable level for issuance of a Florida Driver's License.

Must be able to hear 30 db in normal range and have a spoken voice in a normal tone to send/receive messages and instructions by wireless radio, telecommunication equipment or in person.

Must not have any medical or mental disorders that would preclude you from operating an Authority vehicle, equipment, or complying with all Clay County Utility Authority's safety rules and regulations in a manner that does

not pose a direct threat to either yourself, your co-workers or the general public. The Authority will consider whether there is a reasonable accommodation available that would eliminate this risk or reduce the risk so that it is below the level of a "direct threat".

Work Environment:

While performing the duties of this job, the employee regularly works in an office environment.

The noise level in the work environment is usually moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Listing of Specific Duties:

Support, monitor, test and troubleshoot hardware and software problems

Provide support for field personnel and plants

Provide support for office personnel

Perform hardware and software configuration in accordance with established standards

Recommend and schedule repairs

Accurately maintain documentation

Identifies, researches, and resolves technical problems

Researches proposed migrations, implementations, projects, and new technology

Responds to telephone calls, emails and help desk requests for technical support

Documents, tracks and monitors issues to ensure timely resolution

Set up, configure, and support internal and/or external networks.

Maintain all systems, applications, security, and network configurations.

Troubleshoot and mitigate network performance issues.

Recommend upgrades, patches, new applications and equipment.

Manage computer operating systems and applications updates.

Manage user accounts that access the network.

Maintain and administer CCUA network servers.

Maintain data backups.

Assist in maintaining a Disaster Recovery Plan and a Business Continuity Plan.

Skills Required:

Understanding of Windows 7 and 10 Operating Systems

Understanding of Microsoft Office applications

Familiar with commonly used information security practices

Basic knowledge of mobile devices

Must maintain accurate documentation for computer, software, and network changes

Must be able to work with people of all levels of computer knowledge and experience

Must have excellent interpersonal, written and verbal communication skills