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IT Intern job description:

Right Click Solutions seeks IT intern who is enthusiastic hard-working individual interested in learning more about the day-to-day operation of a small business and who has an interest in gaining real-world exposure to the IT industry.

This internship will help you acquire IT skills and provide you with knowledge of various IT strategies for troubleshooting and resolving client issues. Ultimately, you will gain broad experience in IT and should be prepared to enter any fast-paced work environment. We are looking for a candidate who will be able to work Fall and/or Spring Semester.

Responsibilities

- Help manage client computer calls via help desk ticketing system
- Assist with customer calls for troubleshooting and resolving issues
- Virus removal, spam and phishing detection and mitigation
- Remote connection setup, settings and problem resolution
- Computer installations, imaging and prep
- Resolve computer issues at client locations

Requirements

- Strong desire to learn along with professional drive
- Solid understanding of IT environment and IT problem-solving techniques
- Excellent verbal and written communication skills
- Strong PC hardware/PC Software knowledge
- Working knowledge of TCP/IP and networking
- Customers service skills
- Operating systems (Windows, 7 & 10, Mac OS)
- Current enrollment in a CIS/CS/IT BS or Masters degree