

## **Perry County – IT Internship**

### **Job Duties and Requirements**

This position is directly under the supervision of The Perry County Commissioners and the Perry County IT Coordinator, to be competent in performing the following tasks, but are not limited to:

- Prepares computers, cellular devices, and other essential end user hardware such as monitor, printer, keyboard, mouse, and sets up basic wired network in regular office environment.
- Assists end users with both technical and non-technical issues.
- Resolves end user issues with Microsoft Office products
- Develops end user documentation in the shared knowledge base
- Manages and prioritizes help desk work requests.
- Drives to county offices for tasks and support work as needed.
- Completes other projects as assigned, including but not limited to assistance with the County web site and assistance to county offices with social media uses.

### **Qualifications**

- Currently enroll as a full-time student in undergraduate or graduate accredited university
- legally allowed to work in US
- Course(s) of study including (but not limited to): Business, Data Analytics, Information Technology;
- Social Media knowledge a plus.
- Able to work for minimum of 15 hours a week with potential for more hours during non-school period
- Own and maintain valid Ohio driver license for the entire employment
- Has reliable transportation
- 3.0 preferred gpa
- Successful completion of any host employment requirements

### **Preferred Qualifications**

- Should have a professional interest in Information Technology and customer service
- Previous professional experience in customer service or help desk support is a plus
- Must have a passion for providing technical support and have strong customer service skills
- Proficiency with computer software, particularly the Microsoft Office Suite
- Possess strong analytical and problem-solving skills
- Strong time management skills and the ability to work both independently and with host's staff
- Exhibit excellent oral and written communication skills

### **Compensation**

- Hourly wage \$12 less applicable taxes (undergraduate);
- Hourly wage \$14 less applicable taxes graduate student;
- If commute time exceeds 30 miles one way; intern can charge a half hour each way toward work time not to exceed 1 hour per day;