

The IT Student Intern is a part-time employee hired by Information Technology (IT), under the guidelines of SU Work Experience. Their primary duty is to assist all students, faculty, and staff of SU in the use of technology related issues on-campus. A basic knowledge of supported software and hardware is necessary for this position.

## DUTIES AND RESPONSIBILITIES

- Support full-time IT Staff members in the installation, configuration and on-going maintenance and troubleshooting of University-owned technology devices and software, including Windows and Macintosh desktop and laptops, tablets, printers, and scanners.
- Assist IT staff in the setup, configuration, and on-going maintenance and troubleshooting of academic computer lab hardware and software.
- Attend required orientations, trainings, meetings, and evaluations.
- Improve software and hardware knowledge by taking advantage of all resources made available to the IT staff.
- Use iSupport to record/report all hardware/software/network problems to full time staff to ensure quick resolution and maintenance.
- Adhere to all policies and procedures as stated in the Salisbury University Student Handbook and those issued by Information Technology.
- Assist in end-user distribution, through iSupport correspondence, for solution guide documentation.
- Must be currently enrolled in Salisbury University and be a student in good standing, with a minimum 2.5 grade point average (GPA). A college transcript may be required.
- Must have a knowledge and expertise in assembling PC's, installing or replacing components, installing and upgrading software, and using the typical campus Office Suite and Academic Software.
- Must possess strong interpersonal, communication, and organizational skills and the ability to deal effectively with all users, including students, faculty, staff, and administrative officers.
- Must have the ability to effectively manage a frequently changing workload and work independently.
- Must be able to deal with awkward situations in a calm, professional manner, and perform functions and duties in support of the Information Technology mission.

To apply for this position, please fill out our On-Line Application.