

FEDERATION OF STATE BOARDS OF PHYSICAL THERAPY

Information Systems Help Desk Internship

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| <i>Classification:</i> | Non-Exempt |
| <i>Band:</i> | |
| <i>Performance Factors:</i> | N/A |
| <i>Department:</i> | Information Systems |
| <i>Supervisor's Title:</i> | Assistant Director of Information Systems |

Position Summary:

An outgoing, approachable, self-motivated professional who provides exceptional Customer Service and Support through the IS Help Desk.

Position Functions:

- A. Serve as a communications liaison between the business customers and the technology development and support groups while staffing the Help Desk.
- B. Monitor Systems for proper operation.
- C. Respond to requests for technical assistance in person, via phone, electronically.
- D. Provide technical assistance and support for incoming questions and issues related to computer systems, software, and hardware.
- E. Identify and escalate situations requiring urgent attention.
- F. Follow up with customer to ensure issue has been fully resolved.
- G. Provide accurate and timely logging of problems and resolution for problems in our ticketing system.
- H. Provide setup and support for public meeting rooms for workstations, AV equipment, conference phones, and Wi-Fi.
- I. Execute simple SQL queries using SQL Server Management Studio and report results for standard data requests under close supervision.
- J. Respond to requests to send/receive files utilizing secure FTP.
- K. Helps maintain, schedule and distribute loaner equipment pool of hardware.
- L. Remain organized and communicate assigned work and progress to the team, and management.
- M. Maintains a professional approach when dealing with the membership, public and staff, and utilizes discretion and good professional judgment when answering questions.
- N. Exercises confidentiality with Federation information in accordance with Federation Policy.

Position Requirements:

Education: Junior or senior status at a four-year college or university with a major in information systems or related degree plan.

Experience: Previous work with information systems is preferred.

Learning Objectives:

- Intern will develop customer service skills by serving as a communications liaison between the business Customers and the technology development and support groups while staffing the Help Desk.
- Intern will become proficient in the ticketing/assignment process and learn Kaseya system management software, which is used to track cases.

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- Intern will learn to execute SQL scripts under supervision, monitor processes, and gather report data to fulfill requests.
- Intern will learn how to build, configure and troubleshoot basic issues with desktop computers, laptop computers, printers, scanners, projectors, switches, routers, firewalls operated by the Federation.

Working Conditions:

- Office environment - all office equipment provided.
- Part time (20 hours) during normal business hours (M-F, 9-5) may be adjusted to accommodate class schedule.
- Six-month internship engagement paid at an hourly rate.
- No routine out-of-area travel required.