**Information Systems Help Desk Internship**

**Classification:** Non-Exempt  
**Band:**  
**Performance Factors:** N/A  
**Department:** Information Systems  
**Supervisor’s Title:** 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.