



Job Description

Title: Information Technology Intern	Department: Information Technology
Reports to: Manager IT Services	Salary Grade: 10
FLSA Status; Non-Exempt	EEO Code: Technicians
Job Level: Individual Contributor	Version Date: 9/20/2022

JOB SUMMARY

Serves as the first point of contact to assist end users experiencing difficulties with hardware, software, networking, and other computer-related technologies. Performs workstation replacements in accordance with IT equipment lifecycle and assists IT employees with work plan and special projects.

<u>Essential Functions</u>	<u>% Time</u>
Provides professional, customer-focused Tier 1 service desk support for end-users. Logs pertinent information into the service desk application. Responds to service desk support calls and emails. Provides end-user troubleshooting assistance and/or directs support to appropriate person for response. Tracks service desk requests and projects to ensure resolution of all issues. Assistance with all IT managed software applications, various Microsoft Windows operating systems, and Microsoft Office applications. Performs hardware troubleshooting on workstations including laptops and desktops. Practices cybersecurity awareness referring identified issues to the Cyber Security Office for resolution or mitigation. Prepares, and deploys replacement workstations according to IT replacement schedule. Resolves transition issues or refers to senior team members. Performs initial configuration of mobile device and assists users with mobile device setup and migrations.	90%
Assists senior team members with individual work plan and department work plan activities as directed by an IT manager.	10%

QUALIFICATIONS

Education and Work Experience

Must be currently enrolled in a technical, two-year, or four-year program; or be a recent college graduate. Major or program emphasis must be in Computer Science, Information Technology, or related IT discipline. Or an equivalent combination of education, training, and experience.

Skills

Clear and concise written and verbal communication skills.	Solid
Possess organizational and time management, problem solving and decision-making skills.	Solid
Must enjoy collaborating with employees, members, and contractors to develop effective solutions. Ability to handle situations with tact and diplomacy.	Solid
Advanced MS Office skills in Word, Excel, and Outlook. Proficiency in Microsoft operating systems, and Intel based hardware knowledge.	Basic

Licenses & Certifications

Valid Colorado Driver's License required upon hire.

PHYSICAL DEMANDS & WORKING CONDITIONS

<u>Physical Demands</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>	<i>Weight</i>
Standing				X		
Walking			X			
Sitting				X		
Lifting*			X			50 lbs.
Carrying*			X			50 lbs.
Pushing*			X			50 lbs.
Pulling*			X			50 lbs.
Climbing	X					
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling	X					
Reaching		X				
Handling		X				
Grasping			X			
Feeling	X					
Talking				X		
Hearing				X		
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

<u>Working Conditions</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Extreme cold	X				
Extreme heat	X				
Humidity	X				
Wet	X				
Noise	X				
Hazards	X				
Temperature Change	X				
Atmospheric Conditions	X				
Vibration	X				
Other	X				

<u>Travel Requirement</u>	<i>Percentage</i>
No	0%

<u>Functional Competency</u>	<u>Level</u>	<u>Competency Description</u>
Analytical Thinking	Novice	Practices investigative techniques to determine the best approach.
Business Impact	Novice	Responsible for the team meeting goals and objectives.
Collaboration	Novice	Creates internal alliances outside the immediate team or dept.
Communication Skills	Entry	Able to communicate well in straight-forward situations.
Functional Knowledge	Entry	Knowledgeable about his/her specific job.
Influence	Entry	Gains support for ideas within the team.
Job Impact	Entry	Immediate work team.
Leadership Skills	Entry	Does not manage employees may mentor and/or train subordinates.
Managing Change	Entry	Implements changes provided by management
Problem Solving	Entry	Completes routine & repetitive tasks where tasks are straightforward.
Strategic Responsibility	Entry	Not responsible for strategy.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SCOPE

Freedom to Act

Work is closely managed and reviewed for accuracy and adequacy. Follow specific and detailed directions.

Problem Complexity and Problem-Solving Timeframes

Provides resolution to problems that are readily identifiable with limited scope and are resolved in accordance with standard practices, procedures, applications, or routines. Problem/Task resolution timeframe: most tasks typically take 1 to 2 days to resolve.

People Management

Individual Contributor – does not manage employees.

Impact

Failure to accomplish results can normally be overcome without significant effect on the organization.

Contact with Others

Frequently inter-organizational and outside customer/vendor contacts. Part of a team who represents the organization. Monitors activities and communicates information across the organization.

Financial Responsibility

Financial and Budget Responsibility Shared

Interpersonal Abilities

Requires the ability to establish and maintain effective professional relationship with both internal and external contacts.

Leadership: Inspires and motivates others to perform well, includes appropriate employees in planning and decision-making, takes responsibility for employee activities, makes self available to employees, develops

employee skills and encourages growth, gives appropriate recognition to others, and continually works to improve work environment and leadership skills.

Core Values: Commits to the safety of all co-workers and general public through education, awareness, training and prevention, treats people with respect, keeps commitments, accepts responsibility for own actions, inspires the trust of others, works with integrity, and upholds organizational Core Values.

Confidentiality: Uses discretion and maintains confidentiality in sensitive and personal matters related to the function.

Organizational Support: Follows policies and procedures, supports Holy Cross goals and values, promotes a harassment-free environment, supports affirmative action, and respects diversity.

Requires prompt and predictable attendance in order to ensure uninterrupted service to internal and external contacts. Occasionally, position may require working outside normal business hours, including evenings, weekends, and holidays.

The job description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the need of the business. Holy Cross Energy retains the discretion to add to or change the duties of the position at any time.

Employee Signature & Date