

## **IT PROFESSIONAL ASSOCIATE**

### **JOB PURPOSE AND SUMMARY**

Duties will include assisting with computer inventory, replacement and repair, and a variety of tasks in both hands-on and remote assistance environments. Our desire is to utilize the associates' skills while also providing on-the-job experience.

This position is expected for duration up to six months.

### **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

- Document procedures in Service Desk tasks
- Inventory computer hardware
- Assist Service Desk in various duties including but not limited to the following:
  - Asset staging
  - Inventory
  - Organization
  - Deployment and removal
  - Organization and maintenance of build room
  - Creation of workflows for ITSM
  - Data entry for phones and other systems
  - Other duties as requested

### **QUALIFICATIONS**

- Currently pursuing an associates, bachelor's or master's degree in Information Services, Networking, Programming or related field
- Great academic record
- High level of customer service skills

- Ability to work in a team environment
- Strong collaboration skills
- Excellent communication skills
- Willingness to assist other team members
- Able to research new technology and present findings to team members
- Able to work independently
- Technical aptitude

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The work is performed in a business casual office setting and in the field. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, the work schedule may require working outside of regularly scheduled hours. Extended periods of concentration and sedentary work along with prolonged standing on hard surfaces are required. Work is subject to frequent interruptions and normal office noise.

Physical activities required are finger dexterity necessary to operate equipment used in the position. Frequent walking, sitting, bending, stooping, pushing, pulling and lifting equipment (up to 50lbs) are associated with the position.

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