

**Company Name:** Basic Resources, Inc

**Position Type:** Internship

**Posting Period:** Until Filled

**No. of Openings:** 3

**Department:** Industrial Technology

**Start Date:** ASAP

**Days/Hours:** Flexible, Office Hours 8:00 – 5:00/ Approximately 20 – 30 Hours per week

**Wage/Salary:** Depending on Experience

**Reports To:** IT Helpdesk

**FLSA Status:** Non-Exempt/Hourly

**Classification:** Temporary

**Summary:** The Help Desk Intern is responsible for answering, commenting and replying to help desk inquiries. Requires a strong aptitude in O.S, Repairs, Spyware removal, virus removal, hardware, troubleshoot, and upgrades. Help desk is the first level of support, and response for clients.

**Essential Duties and Responsibilities:**

* Provide helpdesk support and resolve problems to the end user’s satisfaction
* Monitor and respond quickly and effectively to requests received through the IT helpdesk software.
* Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority.
* Modify configurations, utilities, software default settings, etc. for the local workstation.
* Utilize and maintain the helpdesk tracking software.
* Document internal procedures
* Assist with onboarding of new users
* Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment.
* Install, test and configure new workstations, peripheral equipment and software.
* Maintain inventory of all equipment, software and software licenses.
* Report issues to the IT Operation Manager/ System Administrator for escalation.
* Manage PC setup and deployment for new employees using standard hardware and software
* Assign users and computers to proper groups in Active Directory.
* Perform timely workstation hardware and software upgrades as required.

**Qualifications:**

* Bachelor’s Degree in Computer Science

**Contact Details:**

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