Position
Seeking student interested in a career in IT for an internship/work experience opportunity. This is a part-time position, 20 hours a week for the next three months, December-March.

Duties & Responsibilities
• Manage, maintain, configure multiple VoIP phones.
• Analyze and resolve computer, hardware, software, network, workstation, and VoIP phone issues.
• Create and edit user profiles for application and network resources and groups.
• Control SMS interface for user profile set up and emergency notifications.
• Coordinate, setup and monitor quality of video and audio conferences.
• Maintain detail records of technology assets and work activities.
• Reload laptop and desktop operating systems.
• Coordinate with vendors to ensure successful day to day operations.
• Manage facility access server for user access and key fob distribution and inventory.
• Perform monthly maintenance on network equipment and workstations.
• Maintain inventory counts, weekly and monthly invoice list, and daily activities sheets for accountability and production analysis.
• Create and manage email accounts in a hosted environment.
• Assemble and inventory completed assets and applied service tags for accountability.

Skills/Experience
• Support Group Policy, Active Directory, Exchange Management, Remote Desktop, Print Servers, Domain Controllers, DNS, DHCP, and other Server Roles
• Monitor and resolve issues with Sophos, Barracuda, SonicWall, and Fortinet firewalls including LAN/WAN interfaces and VPN setup
• Knowledgeable in peripheral equipment including printers, scanners, cell phones, and tablets
• Familiar with Mac operating system platforms and fundamentals
• Tech-savvy and experienced using all Microsoft Office applications
• Excellent written and oral communication skills
• Strong interpersonal skills with the ability to influence those who you do not have direct authority over
• Exceptional attention to detail
• Ability to work under pressure with strict deadlines
• Accountable for your actions and results
• Ability to multi-task in a demanding, fast-paced environment
• Proven ability to maintain records and confidentiality
• A fun, problem-solving and collaborative attitude
• Self-motivated

Education
• High School diploma required
• College credits towards an Information Systems degree

How to apply:
Please send your Resume, Cover Letter, and MCC M# to: Joe Snowden at jsnowden4@monroecc.edu