

# IT Help Desk Intern

## REPORTS TO:

Information Technology Manager



## JOB DESCRIPTION:

Century Technology Group (CTG) is a private equity technology acquisition company focused on technology sales and future growth – made possible by employing exceptional people. By providing a positive, dynamic work environment, CTG hopes to encourage these characteristics in their employees, and looks for them in potential candidates.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answering help desk request via ticketing system and phone
- Provide internal employees with basic Windows support
- Configure laptops for new employees
- Aid full time team members with projects depending on need
- Provide assistance with asset tracking
- Configure laptops with Salespad, WebEx, Jabber software, etc.
- Additional duties based on experience may be assigned.

## QUALIFICATIONS

- Enrollment in a degree granting program
- High School Diploma
- Ability to interact and communicate effectively both internally and externally.
- Excellent organizational, time-management, customer service and presentation skills
- Adapts easily to changing schedules and priorities
- Approximately 20 hours per week, flexible with class schedule

CTG is an Equal Opportunity Employer.