
Job Title: Technology Systems Intern**Location:** Main Office**Department:** Information Technology**Job Status:** Temporary**Reports To:** IT Support Supervisor**Job Grade:** 200**Pay Status:** Non-Exempt**Date Created/Updated:** 5/1/2023

Position Summary

The Technology Systems Intern will assist and support the IT Service Desk team with maintaining hardware, software, and other systems. The intern will participate in the troubleshooting of lower level issues related to IT equipment including printers, computers, as well as software applications. Additionally, the intern will perform defined tasks on a daily basis to include, but not limited to, replacing printer cartridges, resetting passwords, making network cables, assisting with audio visual setup, inventory management, escorting vendors into sensitive areas, and assisting with maintaining overall cleanliness of office area. The intern will be tasked to support users at multiple facilities either in-person or remotely. Also, they could support the manager with periodic administrative duties, such as preparing conference room for meetings, scanning, making copies, taking invoices to accounting and gathering mail.

Additional duties to include assisting with new PC imaging, and data back-ups for new PC deployments to replace out of life computer systems.

Essential Duties & Responsibilities

- Under the guidance of IT personnel, the intern will help in the building and deployment of PC's to NBU personnel.
- Will help maintain asset management by making entries into Information Technology asset database.
- Monitor and address helpdesk tickets as per agreement with Support Supervisor.
- Service printers as required and order any toner replacements for leased copiers to maintain on-site inventory. Request all maintenance for leased copiers per the approved contract.
- Assist with organizing and keeping Information Technology areas clean and safe.
- Support end users with Microsoft Office products.
- Support end users with computer moves and equipment installs.
- Create networking cables as required.
- Perform general office duties as assigned by supervisor and manager.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable
 - Adhere to NBU safety guidelines and practices at all times and in all situations
 - Maintain a clean and safe work area, office, field site and vehicle as applicable
 - Develop & maintain effective customer service skills for communications with coworkers, customers and the public in general
 - Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
 - Adhere to NBU policies and procedures
 - Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
 - Participate in and support initiatives to reach annual NBU Performance Measures
-

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Some College

Field of Study: Click or tap here to enter text.

Work Experience Time Frame: No Experience Required

Other: Click or tap here to enter text.

Certification and Licensures Requirements

Click or tap here to enter text.

Other Minimum Qualifications

Working Knowledge of Microsoft Office products, basic network cabling knowledge, good organizational skills, good problem-solving skills, ability to perform routine tasks with high level of accuracy.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Windows Operating System, Mobile Device knowledge (preferably Apple).

Experience with Machines, Tools, Equipment and Other Work Aids

Click or tap here to enter text.

Physical Demands

Standing: Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

Fine Dexterity: Constantly

Computer Keyboard

Telephone Keypad

Calculator

Calibrating Equipment

Around Worksite

Carrying: Frequently

Supplies

Equipment

Files

Sitting: Frequently

Desk Work

Meetings

Driving

Walking: Occasionally

To Other Departments/Office/Office Equipment

Reaching: Occasionally

For Supplies

Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly

Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: [Click or tap here to enter text.](#)

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date