Internship Job Description for Upward Mobility Scholar Applicants

The Upward Mobility internship program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Name of Hosting Organization:

Altair Global

Internship Role Title:

Operational Excellence (IT - Desktop Support)

Number of roles available: 1

Available to College Students (2023/24 School Year). Select any that may apply):

Junior   Senior

Work Location & Office Covid Protocols is applicable (select any that may apply):

All in person

If not virtual, Covid vaccines are required

Mission of Program:

The Upward Mobility Program provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers.

Internship Work Address: 3201 Dallas Parkway, Suite 1200
Frisco, TX, 75034

If the applicant doesn't reside in the local area is your company willing to provide relocation assistance?

No relocation support provided

Hourly Wage Rate $18.00 - $21.00

Anticipated Start Date: Monday, June 12, 2023

Anticipated End Date: Friday, August 18, 2023

Total Number of Weeks for the internship: 10

Total Number of hours per week the intern is expected to work: 40

Jotform

Workday starts at: (start time or flexible)	Approximately 8:00am
Workday ends at: (start time or flexible)	Approximately 5:00pm
Hiring Manager's Name/Title:	Brian Smitherman, Manager, Systems Support
Hiring Manager's Email:	brian.smitherman@altairglobal.com

Host Organizations website:

https://www.altairglobal.com/

Internship Summary:

The Intern, Operational Excellence assists staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve problems. The position features one-on-one interaction with end users and Information Technology staff. The team member in this position also assists in the maintenance of all network systems and associated equipment.

Essential Responsibilities of this role:

- Assists with the installation, configuration, and ongoing usability of laptop computers, peripheral equipment, and software.
- Works with vendor support contacts to resolve technical problems with laptop computing equipment and software.
- Test and install hardware and software updates and service packs.
- Coordinate with Information Technology staff as appropriate to determine and resolve problems reported by team members.
- Ensure laptop computers interconnect with diverse systems including file servers, email systems, application servers, proprietary applications and administrative systems.
- Maintain inventory controls for hardware, software and supplies.
- Participate in special projects such as office laptop and equipment moves.
- Configure new user accounts in various applications and environments.

Skill Development Opportunities:

Communication Skills   Problem Solving Skills

Teamwork   Time Management   Adaptability

Work Ethic

Knowledge and skills required for this role:

- Enthusiastic self-starter, with a go-getter attitude, who proactively takes on new tasks
- Flexible and willing to work as part of a team
- Studying Information Technology; Business Analytics; Software Development; or related field.
- Analytical mindset, with strong attention to detail and organizational skills.
- Demonstrates ethical behavior and high degree of confidentiality.
- Self-motivated, adaptable, proactive, and collaborative.

What does success look like for the intern at the end of the summer?

- Gain understanding of IT hardware and software support systems in a mid-size company, and how the Desktop Support team is a critical component of those systems.

- Will become familiar with a full-scale IT support ticketing system, and how to use it to prioritize support requests from employees across the company.

Company Specific Training for Intern:
- Training on SalesForce's IT ticketing system (RemedyForce).
- Training in desktop support best practices.
- Mentorship by an experienced IT Manager.

Prepared by: Colleen Kelleher

Prepared by email: colleen.kelleher@altairglobal.com

Date: Thursday, December 29, 2022