

**TEHAMA COUNTY DEPARTMENT OF EDUCATION
JOB DESCRIPTION
INFORMATION TECHNOLOGY INTERN**

DEFINITION:

Under supervision of the IT Director or delegated technical staff, the IT Intern assists IT staff to perform basic level work.

ESSENTIAL FUNCTIONS AND JOB DUTIES:

Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks that may be found in positions within this classification.

- Assist with help desk calls, scheduling, and tickets.
- Basic end-user support to prevent customer service delays for basic technical issues.
- Under IT staff guidance, perform computer imaging, staging and installation.
- Assist in the maintenance of IT standards and documentation.
- Under the guidance of IT staff, inventory technology equipment and software for TCDE.
- Set up video conferencing sessions and other items as needed to assist IT staff.
- Field work and interacting with customers.
- Perform other related duties as required.

QUALIFICATIONS:

Any combination of education, training, and experience which demonstrates ability to perform the duties and responsibilities as described.

Knowledge of:

- Basic technical skills and aptitude to learn technology to help support ITS staff and customers.
- Appropriate English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Be organized and structured with work orders; schedule work orders in a timely manner.
- Follow verbal and written plans and technical instructions with minimal supervision and guidance.
- Prioritize projects and services to minimize user interruption and down time.
- Employ a customer service approach and present information about technical issues clearly, both verbally and in writing.
- Communicate effectively both orally and in writing.
- Operate standard office equipment including a computer and assigned software.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and time lines.
- Maintain confidentiality of sensitive and privileged information.

EXPERIENCE AND EDUCATION:

Experience:

- Interest or demonstrated experience with computer hardware or software.

Education:

- High school diploma or equivalent.

OTHER REQUIREMENTS:

- Valid California driver's license, reliable transportation, and evidence of insurance.

PHYSICAL DEMANDS:

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

TERMS OF EMPLOYMENT:

Salary and work year to be established by County Superintendent.