



JOB DESCRIPTION

Contact: Allan Moreno, 615-596-7089

TITLE: IT Intern

REPORTS TO: Human Resources Manager

STATUS: Non-Exempt

ISSUE: 09/12/2016

PRIMARY FUNCTION: Respond to Southern Recycling employees request for service, troubleshoot problems and help develop IT solutions.

SPECIFIC DUTIES:

- Support PC hardware components, desktop operating system software, and application software.
- Assist in installation of PC hardware and software.
- Perform minor repairs to equipment and arrange for other servicing needs.
- Monitor antivirus software and updates and repair computers infected with spyware, adware and/or viruses.
- Record activities, solutions and other responses to request for service.
- Assist in maintaining inventory records and documentation for equipment.
- Assist users in determining appropriate software solutions to meet needs.
- Provide backup technical support for network including router, firewall, and wireless access point.
- Maintains open communication and positive working relationship with staff.
- Perform other duties/projects as assigned.

BASIC REQUIREMENTS:

- Requires accuracy, good communication skills, and organizational skills are necessary as well as proficiency in the use of Microsoft Office and computer aptitude necessary.
- Mental alertness, punctuality, dependability, neatness in appearance, and a cooperative attitude towards customers and other employees are also requirements.
- Ability to multi-task and support multiple priorities
- Strong Analytical and Problem Solving Skills
- Excellent teamwork and interpersonal skills

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is continuously required to sit, use hands to finger, handle or feel, reach with hands and arms, and see, talk or hear.
- The employee is frequently required to stand, walk.
- The employee must occasionally lift and/or move 10-25 pounds.
- Occasional exposure to dirt and dust as well as extreme weather (hot and cold).

EDUCATIONAL/EXPERIENCE REQUIREMENTS:

- Majoring in Computer Science, Information Technology, Computer Engineering, or related IT discipline

I have read and understand the contents of this job description.

Employee Signature: _____ Date: _____