

See Rock City, Inc.
JOB DESCRIPTION

Title: IT Intern	Team: Accounting/IT
Reports to: It Coordinator	Status: Full-Time, Non-Exempt

Summary

Under the direction of the Senior Manager of IT & Accounting the IT Intern is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Assists in performing hardware and software installation procedures.
- Provides support in diagnosing hardware and software issues and troubleshooting activities.
- Assists in hardware and software inventory management.
- Takes telephone calls from users and attempt to assist them with their information technology questions and problems.
- Monitors IT ticketing software for new and existing requests to provide follow up and updates accordingly.
- Handles IT-related documentation and ensures that all IT supplies are available.
- Assists in gathering user requirements and developing appropriate reports for IT professionals.
- Performs other duties as assigned by management.

Qualifications

- High school diploma or GED required.
- Minimum 1 year(s) experience with computers and providing customer service in a technological environment preferred.
- Solid technical, analytical, and interpersonal skills required.
- Experience with Windows Server 2008 R2, 2012, 2012 R2. & 2016, most Windows platforms (especially 7, 8, 10, and XP), and Microsoft Office 365 a plus.
- Possess a current driver's license and good driving record.
- Must have transportation to travel between See Rock City, Inc. sites in Lookout Mountain and Chattanooga area.
- Must be willing to be on call when during SRC hours and when required by management.
- Possess an outgoing, friendly personality and the ability to provide excellent guest service.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.