



DORCAS INTERNATIONAL INSTITUTE OF RHODE ISLAND

IT Support Technician Internship

Brief Job Summary:

Responsible for the effective support of all Information Technology systems, network administration and Help Desk agency needs.

The IT Support Technician Intern will report to the Manager of Technical Support.

Key Duties and Responsibilities:

- Provide end-user support to staff
- Provide needs-based training to staff
- Assist with troubleshooting, installation, and implementation of systems
- Ensure data integrity of all IT related fixed asset inventories
- Assist external IT partner(s) with technological infrastructure projects
- Configure and install desktop hardware, software, and other equipment
- Communicate with vendors to resolve issues and effect repairs
- Manage and maintain IT-related equipment

Skills and Qualifications:

- Organized, thorough, and attention to detail
- Demonstrated working knowledge of hardware and networking basics
- Ability to install, configure, troubleshoot and support Windows clients and servers
- Knowledge of the Microsoft Office Suite
- Demonstrated ability in problem-solving and analytical skills
- Effective oral, electronic and written communication
- Does well with "hands-on" training and can pick up new skills quickly
- Ability to multi-task and handle frequent interruptions
- Strong internal customer orientation and focus
- Can consistently follow protocol and instructions
- Can work independently with little management direction
- Manage time and projects effectively
- Document process, procedures, and results

Educational and Professional Outcomes:

- Basic experience in a networked Windows desktop/server environment
- Ability to operate and support Windows Server Domain environments
- Ability to lift up to 30 pounds

Training: On-site training and an agency orientation will be provided.

To Apply: Please contact Brandon Lozeau, Community Relations Manager, at 401-784-8649 or brandonlozeau@diiri.org.