**Sector: Technology & Social Media**

**COMPANY NAME**

 **End User Support Tier I Intern**

**Summary of Position**

The **COMPANY NAME** is recognized as an expert on workers’ compensation insurance, which provides protection for people who are hurt while at work. We provide cost-effective and appropriate medical and indemnity benefits to injured workers, as well as return-to-work strategies. Our local team of adjusters is versed in workers’ compensation law, and share a determination to return workers to their jobs safely and effectively.

This End User Support Intern is a valued member of a technical support team and works to provide end user support. This internship is ideal for someone who has foundational knowledge of computers and computing environments and is interested in hardware, software, and user support.

**Essential Functions**

* Peripherals device deployment: Keyboards, mice, headsets
* Technical documentation
* Ticket dispatching
* Cable management

**Hard skills**

* Device setup
* Microsoft Office knowledge
* Hardware setup
* Basic computer literacy

**Soft skills**

* Customer service skills
* Basic IT troubleshooting
* Listening skills
* Gather information
* Identify issue and relate to others

**Assessments typical for Position/Field**

* Basic computer hardware assessment.
* Beginners Microsoft Office assessment.

**Training Provided through Internship**

* Customer service
* Real-world application of Information Technology concepts

**Working and Physical Conditions/Additional Requirement**

This hands-on computer work takes place in an office environment, primarily at a computer workstation. Some walking, lifting up to 20lbs, and moving is also involved. Business casual and a professional demeanor are expected.

**Location:**