

## **Position Title: IT Intern**

### **About the Role**

The IT Intern is responsible for assisting with closing IT support tickets, software installations, installing test environments for internal testing and training, adding to our documentation library and managing special projects.

### **Position Responsibilities**

- Assist staff with closing customer IT support tickets for our clients
- Assist in developing time efficiency processes and tools
- Assist with installing software
- Prepare and/or modify system and process documentation
- Research and implement various sand-box environments for testing, training, and troubleshooting