Title: Engineering IT Help Desk
Intern Rate: $10.00/hour
Hours: 10-15 hrs/wk, 9-5pm, Mon - Fri
Start Date: ASAP
Restrictions: UD Undergrad Students only; Personnel in this position must be eligible to work in ITAR regulated environments. US citizenship or permanent residency is required.
Contact: Ryan Heberling (rdh@udel.edu)

To apply, please complete application at http://www.engr.udel.edu/it-hdi

**Job Description:** We are seeking highly motivated and skilled individuals to help support Information Technology for several units within the College of Engineering. Core Responsibilities: setup, configuration, and troubleshooting of Windows systems; Virus/Malware scanning and removal; configuration of email clients to connect to UD email servers; printer setup and troubleshooting; general end-user service and support

Training: On the job training. We will provide configuration guidance and procedures. Required Skills: - Basic knowledge of Windows 10/7 in a networked environment - Basic knowledge of Microsoft Office Suite - Able to setup and perform general configurations of systems - Installation and configuration of software - Ability to interact professionally with a diverse customer base

The following skills are a plus: - Apple Support (OSX, IOS) – Linux, Previous experience in an enterprise environment