SUMMARY DESCRIPTION

Hiebing is an integrated marketing and communications firm with a team of 75+. The IT Support Intern will assist our Network and System Administrator to help ensure all systems and tools are set up and operating properly to allow for a seamless workflow. The ideal candidate will have experience working with and troubleshooting Macs. This is a full-time, paid internship, which has the potential to evolve into a full-time position.

DUTIES AND RESPONSIBILITIES

Manage multiple servers

• Virtualization core
• Windows servers
• Active Directory/DNS/GPO
• Multiple IIS servers for vendor-supplied apps
• SQL
• XenApp
• Windows development environments for web developers
• LAMP servers
• MacOS Servers for Munki, AutoPkg, DeployStudio
• Backups, restores, disaster recovery
• Server storage

Maintain file server storage, backups, restores, disaster recovery

• Manage performance
• Configure networks
• Maintenance – including firewall and routing rules and priorities
• Security
• Remote access
Deploy and maintain hardware and software for end users

- Mostly MacOS, some Windows and ongoing updates of both
- Adobe Creative Suite
- MS Office
- Client backups, restores

Helpdesk

- Keep staff running and productive is priority #1
- Efficiently diagnose issues and implement fixes for unexpected behaviors and product failures

Other

- Help evaluate and deploy new technologies to grow the business
- Phones/voicemail configuration
- Printers
- Wireless network
- Mobile hotspots
- Automate anything possible with the goal of reliability and scalability

JOB QUALIFICATIONS

- 2-year degree in the IT field and working knowledge of IT technologies and standards
- Passion for technology and a desire to learn and grow
- Can-do attitude and willingness to assist team members
- Ability to deliver instructions in a clear manner and provide documentation when necessary

How to Apply:
Email a cover letter and resume to internships@hiebing.com by 7.10.15 and include “IT Support Intern” in the Subject line.