Position: Paid Intern, IT Helpdesk (For undergrads currently enrolled in a Bachelor’s degree program with an emphasis in Information Services)
Duration: 1 Year
Company Name: Spectrum Brands
Address: 3001 Deming Way, Middleton, WI 53562

Application Deadline: February 20th, 2017
Hours: Part-Time. Flexible hours around a student’s schedule, but ideally would work 24 hours per week. We will consider candidates that can’t work 24 hours per week.

Website: www.spectrumbrands.com
Apply: http://www.spectrumbrands.com/Careers/job-search/details.html?nPostingId=3852&nPostingTargetId=2380&id=Q7BFK026203F3VBQB8N7V68J4&LG=EN&mask=usext1

Job Summary

The IT Helpdesk is responsible for assisting end-user departments and individuals with first level incident analysis and resolution and accurate logging of the incident in the incident management system.

It is the IT Helpdesk Intern’s responsibility to track the incident until it is satisfactorily resolved and provides follow-up contact to the reporting end user.

Primary Duties and Responsibilities

- Provides first level incident determination using documented procedures as an incident determination tool, as well as soliciting assistance/training from business technology analysts.
- Provides first level support for all LAN based PC’s on both the operating system and the applications levels.
- Document requests for assistance by logging all calls and assigning to the necessary support team when necessary.
- Monitors and updates incidents logged in the incident management system.
- Maintains relationships with internal and external IT customers, measuring client satisfaction and recommending appropriate steps to enhance IT customer satisfaction.

Education and Experience Profile

Currently enrolled in a Bachelor's degree program with an emphasis in Information Services
Minimum 0.5-1 year Information Services experience
Minimum of one year of customer service experience

Required Skills

- Proficient in Windows 7 operating systems
- Proficient in the Microsoft Office 2007 and 2010 Professional Suite
- Proficient in wireless devices
- Strong Interpersonal and team skills
• Good listener and learner
• Good oral and written communications skills
• Displays a positive, optimistic attitude towards challenges and problems
• Enthusiastic and upbeat, with a strong work ethic
• Ability to lift 20 pounds.

**Work Environment**

Working conditions are normal for an office environment.

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this job/classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.