

IS Plant Support Internship Schreiber Foods

www.schreiberfoods.com

Location: Richland Center, WI

Application Deadline: October 22nd 2016

Internship: One year (Ongoing)

Student Status: Undergrad or Graduate Students

Degree Requirements: Computer Science, Management Information Systems

Application Instructions: Please apply at <https://www.schreiberfoods.com/en-us/careers>

Brief Description

The IS Plant Support (ISPS) Intern provides technical support as directed by an ISPS Analyst, Manager or TL, to all employees at the assigned plant(s) / DC. The purpose of the support is to allow employees to perform their functions more effectively, accurately and efficiently. This includes: Hardware support of: PC, laptop, thin client, phone equipment and software installs, time clock hardware, computer room, maintenance and repairs.

Note: This is a year-round, paid internship. The work hours are flexible based on your class schedule. Increased hours are offered during the summer and during school breaks.

Detailed Description

Tactical / Technical

- *Customer Service/Support*
- Provides support and follow-up to employees with hardware, phone, or other identified IS support items or process issues.
- Identifies and addresses trends in support issues. May work to resolve the root cause.
- Maintains communications with employees during the resolution process, taking ownership of partner request.
- Begins to understand the basic needs and requirements of the customer.
- Learns to document, evaluate options, pros/cons and make recommendations.

Technical

- Meet due date expectations.
- Creates and maintains Knowledge Base articles.
- Learns to diagnose, repair, install and perform upgrades on some IS supported software and hardware according to SCHREIBER FOODS's standard operating procedures.
- Focuses on proactive support.
- Assists with rollout of new services, processes, hardware or software.

Strategic

- Participates in a small IS project to start to learn some EPM tools and processes.

Leadership

- Seeks opportunities for improvements. Takes the initiative to discuss with leadership.
- Displays Schreiber Foods Partner Qualities.

Job Requirements

We're looking for leaders who thrive in fast-paced environments. The successful candidate will have:

- Currently enrolled in a degree with the intention to complete a Bachelor's degree in IS, Business, or related field.
- Prior customer service or technical support experience beneficial.
- Solid knowledge of Microsoft Office applications.
- Strong oral and written communication skills.
- Ability to work successfully both independently and in teams.
- Excellent customer service attitude.
- Strong initiative, high energy and results-driven.