



LAWRENCEVILLE

GEORGIA

IT Support Intern

Information Technology Department

JOB SUMMARY

This position will be responsible for assisting the IT teams—Technical Support, Business Systems, Servers & Networking, Security, and IT Administration—with various tasks.

MAJOR DUTIES

- Assist with end-user support.
- Assist with business systems support and implementation.
- Assist with supporting servers and networking.
- Assist with cybersecurity and systems protection.
- Assist with department administration.
- Perform other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Basic computer skills.
- Basic understanding of Microsoft Operating System and Microsoft Office 365.
- Analytical thinking.
- Detail-oriented and organized.
- Willingness to learn.
- Familiarity with the City and the services we provide.

SUPERVISORY CONTROLS

Various members of the IT Team will assign work with general instructions. The supervisor will spot-check completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include city and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.



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COMPLEXITY/SCOPE OF WORK

- The work consists of varied Information Systems support duties. The technical processes and the necessity of coordinating work with a variety of stakeholders contribute to the complexity of the position.
- The purpose of this position is to assist the IT teams with providing services and support to departments throughout the organization. Successful performance contributes to the overall success of the City.

CONTACTS

- Contacts are typically with coworkers, elected and appointed officials, and members of the general public.
- Contacts are typically to exchange information, motivate persons, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- Most work is performed inside various offices throughout the organization. May involve sitting, standing, and lifting equipment less than 75 lbs.

MINIMUM QUALIFICATIONS

- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Able to utilize a personal computer to effectively complete a variety of tasks with reasonable speed and accuracy independently with minimum supervision.
- Use logic and reasoning to understand, analyze, and evaluate complex situations, and research information to identify the strengths and weaknesses of alternative solutions.