

## **JOB DESCRIPTION**

Classification: **Information Technology Support Intern**

Department: **Information Technology**

### **THE ROLE:**

The Detroit Symphony Orchestra, is known for trailblazing performances, visionary maestros, and collaborations with the world's foremost musical artists. The DSO offers a year-round performance schedule that includes classical, pops, jazz, young people's concerts and festivals. The DSO actively pursues a mission to impact and serve the community through music. The DSO is typically a very fast-paced work environment, and this internship promises a challenging, creative & rewarding atmosphere that only a world class orchestra can provide.

This internship offers practical work experience, an introduction to Windows desktop support and an opportunity to gain experience with the technical operations of a nonprofit organization. This internship will involve challenging opportunities, real technical projects, and interaction with DSO staff. This is a great opportunity to gain hands-on experience in the computer field.

If you have exceptional customer service skills, are highly dependable and enjoy being the one that everyone comes to for computer technical help, then we are looking for you.

### **JOB DESCRIPTION:**

The Information Technology Support Intern will provide direct technical assistance and support to DSO IT staff for network, hardware and software issues. Duties include installing and maintaining computer systems including software and hardware on desktops and laptops, resolving internet and network access issues (both wired and wireless), providing network printer support, meeting with staff to provide one-on-one technical assistance as needed/requested, providing training to staff on software and hardware use, determining causes of computer/software/network malfunctions through evaluation and testing and resolution via modifications, repair, or external support assistance.

### **THE RESPONSIBILITIES:**

- Respond to user requests for service, troubleshoot problems and help develop solutions
- Support PC hardware components, desktop operating system software, and application software
- Perform minor repairs to equipment and arrange for other servicing needs
- Monitor antivirus software and updates and repair computers infected with spyware, adware and/or viruses
- Record activities, solutions and other responses to request for service
- Assist in maintaining inventory records and documentation for equipment
- Provide user training for basic hardware and software use
- Provide backup technical support for network including switches, firewall, and wireless access points

- Maintains open communication and positive working relationship with staff
- Perform other duties/projects as assigned

### **THE QUALIFICATIONS:**

The DSO is looking for a student intern with exceptional customer service skills, solid troubleshooting skills, ability to work well in a team environment, excellent oral and written communications skills and the ability to work under minimal supervision.

Applicants must have experience with Windows 7/8 in a technical support environment. Experience with Windows 10 is a plus. Applicants must also have experience supporting recent versions of Microsoft Office Applications, including 2013 and 2016. Experience with networking technologies and printer support is preferred. Applicants must have awareness of the PC hardware components, desktop operating system software, and application software. Applicant must have awareness of the PC industry's current and emerging technology trends and direction, as well as a keen interest in computer based information systems and technology.

Interested applicants should possess excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems. Applicants should have the ability to research and understand technical documentation, and an understanding of how to apply various technical resources. Applicants should have the ability to perform tasks such as operating systems and application software installations and upgrades, as well as virus protection and eradication.

### **REQUIREMENTS:**

- Minimum of six months paid or volunteer work experience with computer desktop support in a networked environment for a small to mid-sized organization
- Must be available to work a minimum of 10-15 hours per week
- Must be pursuing an undergraduate or graduate level degree in a business, communications or computer related field
- Minimum of two years of college or trade school education in a business, communications or computer related field preferred
- A basic understanding of computer network cabling and network file and print services.
- Must be able to lift 25 pounds
- Proficiency in computer applications:
  - Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook
  - Adobe Photoshop
  - Conducting research via internet
- Ability to prioritize tasks and efficiently manage time
- Strong oral and written communications skills
- Ability to respond effectively to inquiries or complaints
- Ability to define problems, collect data, establish facts, and draw valid conclusions

**THE COMPENSATION:**

All DSO internships are unpaid. This and other DSO internships are meant to give Interns real-world training and an out-of-classroom educational experience.

Interns are able and encouraged to exchange hours worked for university credit. Interns also gain access to most DSO performances, rehearsals, and employee ticket discounts.

**THE PROCESS:**

Please send the following to [jobs@dso.org](mailto:jobs@dso.org):

- A cover letter describing your interest in the position
- A current resume

The IT Intern must commit at least 10 - 15 hours of work per week. Start and end dates are flexible, but most internships last approximately 2.5 to 3 months.