
Supervisor: Joseph Williams
Department: Leahy Center for Digital Forensics (LCDI)
Position Type: School Credit

Job #: Technical Intern
Job Level: Internship
Pay Rate: School Credit Internship
Workday Job Title: Technical Intern - Help Desk Technician

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Job Description: The Help Desk Technician provides first tier support for LCDI systems and users. The student shall conduct routine inspections of security logs, install/manage software, and perform general maintenance on LCDI hardware. This position is considered entry level.

The Helpdesk Technician duties will include but not limited to the following tasks:

- Track, maintain, and respond to service tickets from LCDI Workforce members and Leadership.
- Provide basic technical assistance in person, via Slack and via email to LCDI workforce members and Leadership.
- Install and configure hardware and software.
- Attend the weekly LCDI network administrator(s)/Helpdesk Technician meeting
- Manage and maintain a complete inventory of all LCDI owned technology
- Ensure weekly backups of each network are conducted properly
- All other duties as assigned by the Lead Network Administrator and/or LCDI Leadership

Required Qualifications:

- Proficient in Microsoft Windows based operating systems
- Practical understanding of computer hardware and software
- Basic understanding of computer networks and network configurations
- Basic troubleshooting skills
- Ability to collaborate with the team
- Strong written and verbal communication and social skills

Additional Preferred Qualifications:

- Knowledgeable or experienced with UNIX, LINUX, and firewalls
- Working knowledge of virtual environments
- Understanding of Active Directory
- Basic knowledge of Windows Domain environments

How to Apply: Interested applicants should complete an application online: <http://bit.ly/LCDIapplication>

Approximate Hours per Week: ~6/8 hr/week

Job Location: Miller Center at Lakeside Avenue Campus

Qualified candidates will also be expected to attend a mandatory LCDI Town Hall and staff one LCDI event (i.e. Open Houses, Tech Jam, etc). In order to successfully accomplish the goals of this position, it may be necessary for the student to adjust his/her schedule to accommodate meetings with team members (i.e. monthly training and/or meetings).