Job Title: Intern, IT Technician
Duration: Spring 2020
Department: Information Technology
USA Hockey National Office (Colorado Springs, CO)
Reports To: Director, IT Development
Basic Function: Provide maintenance and support of the hardware related equipment including servers, desktop/laptop, by analyzing requirements, resolving problems, and installing hardware and software solutions.

INTERN -- Essential functions and responsibilities include, but are not limited to:
• Provide help desk support and resolve problems to the end user’s satisfaction
• Respond quickly and effectively to requests received through the IT helpdesk
• Monitor help desk for tickets assigned to the queue and process
• Assist in management of hardware and software configurations and settings
• Perform timely workstation hardware and software upgrades as required
• Report issues to your supervisor for escalation

Required Qualifications:
• Project management, computer science, information technology coursework or major preferred.
• Familiarity or direct experience with some level of IT development.
• Working knowledge of MS Office tools.
• Ability to work independently demonstrating effective project management with attention to detail.
• Analytical and problem-solving abilities.
• Excellent written and oral communication skills, interpersonal skills and ability to work in a team environment.
• Must consistently demonstrate a strong customer service orientation.

Hours: Flexible, depending on student’s schedule.

Availability:
Position to begin immediately in Colorado Springs, Colorado office.

Application Procedure:
Interested candidates should submit a current resume and list of references to Cameron Eickmeyer, CameronE@usahockey.org