

# TWISTED COMPUTING

| Managed Services - Information Technology Internship |



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## About Us

Twisted Computing is an Information Technology consulting and implementation firm based in Leechburg, PA. Our mission is to provide innovative solutions at affordable rates to businesses and organizations within the Greater Pittsburgh Area. To truly fulfill this vision we utilize a tiered technician structure coupled with a field technician model. This allows each of our technicians to be properly assigned based on skill and applicability to individual projects.

With a combined experience of more than 50 years, Twisted Computing has been able to create and maintain lasting relationships with many well-respected organizations within the Kiski-Valley. Our work over the past several years has made a tremendous impact on small and mid-sized businesses.

## Job Description

A paid internship in Information Technology Support is available at Twisted Computing. This opportunity is designed for passionate, tech-savvy, and dependable students. This internship offers practical work experience, an introduction to technology support, and an opportunity to gain experience with the technical operations of a small organization.

This internship will involve challenging opportunities, real technical projects, and interactions with staff. This is a great opportunity to gain hands-on experience in the Information Technology field. If you have exceptional customer service skills, are highly dependable, and are willing to learn, we are looking for you.

The Information Technology Intern will provide direct technical assistance to Blairsville-Saltsburg School District staff and students for network, hardware, and software issues. Duties include installing and maintaining computer systems, diagnosing software/hardware issues on desktops and laptops, resolving internet and network issues (both wired and wireless), meeting with staff to provide one-on-one technical assistance as needed/requested, and working alongside other technicians to maintain an efficient helpdesk.

This internship is initially offered for the months of late May to late August (Summer), with the potential of being hired full-time at a later date.

### **Essential Job Duties/Responsibilities**

- Respond to user requests for service, troubleshoot technical problems, and help develop solutions
- Support PC hardware components and application software
- Perform minor repairs to equipment and arrange for other servicing needs
- Identify and report systems issued to vendors
- Monitor backup systems and procedures to ensure data security
- Record activities, solutions, and other responses via a helpdesk environment
- Assist in maintaining inventory records and documentation for equipment
- Contribute to Twisted Computings technical documentation and participate in policy, procedure, and standards development
- Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems
- Provide backup technical support for networks including routers, firewalls, and wireless access points
- Maintains open communication and positive working relationship with staff
- Perform other duties/projects as assigned

\*Duties and Responsibilities are subject to change with notice\*

### **Preferred Qualifications**

Twisted Computing is looking for an Intern who is willing to develop exceptional customer service skills, solid troubleshooting skills, the ability to work well in a team environment, excellent oral/ written communications skills, and the ability to work under supervision. Applicants preferably should have some form of experience with Windows 10 in a technical support environment. Experience with Windows Server is a plus. Applicants preferably should have experience supporting recent versions of Microsoft Office Applications. Experience with networking technologies and printer support is preferred. Applicants should also have an awareness of the PC hardware components, desktop operating system software, and application software.

Furthermore, applicants should 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. Applicants should also have the ability to research and understand technical documentation and apply it to their current situation.

## **Requirements**

- Preferred availability 20-40 hours per week
- Must be pursuing an undergraduate or graduate level degree in an Information Technology, Computer Science, or any related field of study
- Must be able to lift 25-50 pounds
- Proficiency in computer applications: Microsoft Excel – Manipulation of data; transferring data; development of charts and tables on Microsoft Word – Entering and formatting text; inserting charts, tables, and other visuals on Microsoft PowerPoint: Creating and editing slides; inserting text, charts, tables, and visuals on Conducting research via the internet
- Ability to prioritize tasks and efficiently manage time
- Ability to exercise good judgment and effectiveness in working with a high performing team
- Strong oral and written communications skills
- Ability to respond effectively to inquiries or complaints
- Ability to develop, maintain, and promote strong internal/external relationships
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to maintain professional (business casual) dress and grooming
- Ability to furnish documentation proving your eligibility to work in the United States
- Ability to pass child abuse history clearances and enter yourself into a national fingerprint database

Twisted Computing may consider students on a case-by-case basis and compensate accordingly based on a technical evaluation of the student.

## **Compensation**

Students will receive between \$8.00 – \$10.00 per hour depending on knowledge, skills, ability, and various other factors determined by Twisted Computing.

## **How to Apply**

Submit an internship application online at [www.twistedcomputing.com/internships](http://www.twistedcomputing.com/internships)

Application materials will not be considered without a resume and completed internship application. Students are strongly encouraged to discuss internships with their advisors prior to applying to ensure credit fulfillment if applicable. Candidates selected for consideration will be contacted via phone/email for interviews.