

Information Technology and Services Assistant

Short name: ITS

The main goals of the internship position in IT Operations (ITO) are to:

- Enhance your knowledge and skill in the field of IT business by ensuring the smooth daily operations of the ITO. In addition you will advise and communicate this knowledge to students and other staff.
- Ensure that the appropriate service levels are offered to the customers.
- Aid DIS administration in various ways (e.g. orientation, special events, study tours, etc.).
- Advance your knowledge on maintenance and development of IT-infrastructure by (self) study and through project-based work.

Job description

ITO responsibilities include maintaining approximately 300 Windows based computers, 80 servers, as well as the wired and wireless network at DIS. Also printing, telephones (internal and mobile), camera surveillance, and data communications are a part of the department's responsibilities.

To succeed, you will need to be a reliable, service minded, highly organized self-starter, in possession of strong communication, problem-solving and interpersonal skills. You will need to balance requests for assistance with the completion of routine tasks and ongoing projects. We will support your ambitions to further develop your skills and pursue a relevant technical qualification.

The primary duties and responsibilities are as follows:

- Provide an IT Helpdesk service delivering first tier support for student, staff, and faculty regarding computer, program, network, and server issues.
- Work closely with colleagues and third party support to prioritize and organize issues to ensure that the agreed service levels are met.
- Accept calls for technical support via phone and email and diagnose any faults found or reported and ensure responses in a timely manner.
- Conduct daily service rounds through the computer labs and maintain all printers' supplies and support
- Adjust and install computer equipment for students, faculty and staff.
- Provide interim solutions by replacing software or hardware components.
- Assist in Server Maintenance and Network Administration.
- Maintain a manual and database of system and equipment documentation.
- Provide company-wide technical IT assistance and consultation on various DIS projects.
- Provide training for students, staff, and faculty in use of the standard DIS programs and equipment.
- Additionally you will be expected to carry out various DIS-wide assignments, i.e. marketing tasks, student services and projects, amounting to no more than 20% of your working time.

The successful candidate should possess the following qualities and skills:

- An interest in providing first-rate IT assistance and solutions.
- Excellent telephone manner and interpersonal skills as well as developed oral and written communication skills.
- Highly organized, flexible and able to react well to immediate issues with attention to detail and deadlines.
- Able to time manage and prioritize so that one can work alone with little supervision

DIS Internship Job Description
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- High levels of integrity and solid moral behavior as you have access to private and confidential information.
- Comfortable supporting Windows and Mac OSX operating systems as well as Microsoft Office applications.
- Desire to work in a team setting with an open mind and respect for alternative approaches.
- Vigor to develop you and your department's role within DIS.
- Motivated to go beyond the job description to ensure the work gets done.