UF Information Technology

Internship Title: IT Desktop Support Assistant Internship
Department: Academic Technology
Work Location: College of Law – Holland Hall

Brief Description of Internship:

Standard duties for this internship position include manual labor in the transport and setup of personal computers. Additional duties will include computer imaging, assisting clients with information technology and audio-visual issues in person and remotely, reviewing existing documentation for accuracy and clarity, and assist in the creation of new documents.

Specific Duties:

- Collaborates with team members to resolve information technology concerns
- Provide top tier customer service
- Ability to troubleshoot computer and audio/visual issues and improve our clients' experience

Hours Per Week: 10 - 15 hours per week

Qualifications Needed:

- Fundamental understanding of computer hardware
- Ability to follow instructions and pay attention to details
- Able to lift 30 lbs

Learning Objectives:

- Become familiar with the IT systems and hardware equipment installation methods used at the university
- Develop techniques troubleshooting to independently resolve IT and audio/visual equipment issues
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences to provide excellent service to a broad group of people
- Develop an understanding of their career field of interest, including the skills, responsibilities, and career trajectory of professionals; specifically, by understanding of the IT systems used at the University of Florida
- Develop interpersonal skills which will enable them to build professional relationships, work within a team structure, and to manage conflict in the workplace