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IT Helpdesk Intern – San Leandro, CA

Energy Recovery (NASDAQ:ERII) is a world leader in harnessing energy from industrial fluid flows and pressure cycles. Through collaboration with industry, Energy Recovery is committed to innovation to make industrial processes within water, oil & gas, and chemical industries more profitable and environmentally cleaner. With over 15,000 energy recovery devices installed worldwide, Energy Recovery sets the standard for engineering excellence, cost savings, and technical services to clients across the globe. Year after year, the company's clean technologies continue to save clients over \$1.5 Billion (USD) in energy costs. Headquartered in the San Francisco Bay Area, Energy Recovery has offices in Ireland, Shanghai, and Dubai. www.energyrecovery.com

Job Summary:

The Windows support engineer is responsible for day to day user support in a primarily Windows environment, will also be supporting mobile devices and cloud applications such as Office 365, Okta and Box. Candidate must have strong troubleshooting and communication skills.

Major Duties & Responsibilities:

- User support for troubleshooting of desktop issues. Typical issues include connectivity, performance, virus issues, etc.
- Assist in the configuration of new user desktops, laptops, and phones and provide guidance on usage.
- Image laptops and provision new users on the Domain
- Support Windows Server environment including Exchange, Active Directory, SQL server, and other enterprise application servers
- Basic-level support for Office365, Box and Okta
- Support of backup system and the management of tape archive with Iron Mountain.
- Good understanding of VMware and Citrix

Skills & Requirements:

- **Required Skills**
 - Windows Desktop configuration and networking
 - Active Directory, Exchange and SQL experience
 - Windows server experience, performance monitoring, storage, networking, etc.
 - Knowledge and understanding of backup software, snapshots and disaster recovery
 - Basic understanding of the Linux operating system
 - VMware
- **Preferred Skills**
 - Networking Knowledge
 - Microsoft AX Dynamics



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- SQL Server
- Project Management, Technical Documentation

- Must be able to prioritize multiple work assignments
- The ideal candidate will be able to support a small, agile, and high-energy team and be a team player
- Willing to take on new assignments, grow in capabilities, and learn new things
- Energetic self-starter that requires minimal supervision
- Personable, patient, and respectful
- Excellent customer service skills and the ability to work in a team environment.

*We are an EOE/AA employer committed to workforce diversity.
No recruiters or phone calls.*