

I.T. Intern – San Francisco

Position Description:

This position is a part-time, 90-day internship.

We are a technology company and are looking for a fast, dynamic and organized I.T. Intern for our San Francisco office. We're expanding and we have a great opportunity for the right candidate who is ready to jump in and grow with us.

The I.T. Intern is a great opportunity for an individual that aspires to start a career in the IT profession. As the I.T. Intern, you will be assisting our technical staff with internal and client support requests, preparing IT hardware, and assisting with configuration of a wide range of technologies. Tasks could include the setup of new hardware, installing software, configuring Microsoft Windows OS and Mac OS X system software.

This position is ideal for anyone who enjoys learning new technologies and developing new technical skills. As an I.T. Intern at Varsity, you can expect an exciting environment where you will learn essential technical skills for a career in the I.T. industry. This is an excellent fit for an individual with technical and interpersonal skills who is looking to learn-as-you-go and work with a mission-driven organization.

Duties and Responsibilities:

- Assist in the configuration of new user desktop, laptops, phones, workstations and servers
- Work with and collaborate with technical staff
- Research and verify technical solutions and provide workaround solutions where appropriate
- Respond to and resolve technical issues expeditiously and professionally

Requirements

The successful applicant will have the following minimum qualifications:

Technical skills:

- Ability to properly research technical issues to craft an appropriate resolution
- Past experience working on computer and software issues
- Good analytical and trouble shooting skills
- Experience in a position that required attention to detail in execution of tasks

- Experience delivering tech support to end-users
- Ability to configure office productivity applications: Office, Office 365, and/or Google Apps
- Configuring new and editing existing user accounts in Google Apps and Microsoft Office 365
- Configuration and administration of Microsoft Windows OS and Mac OS X
- Configuring, customizing, and troubleshooting browser applications (Chrome and IE)
- Remediation of desktop level web browser, network, and internet connectivity issues

Desirable Technical Skills and Knowledge:

- Experience delivering tech support to end-users
- Ability to configure office productivity applications: Office, Office 365, and/or Google Apps
- Configuring new and editing existing user accounts in Google Apps and Microsoft Office 365
- Configuration and administration of Microsoft Windows OS and Mac OS X
- Configuring, customizing, and troubleshooting browser applications (Chrome and IE)
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Additional skills required:

- People-orientation person
- Requires excellent customer service and communication skills
- Able to work effectively and efficiently with minimal supervision
- Attention to detail, strong time management and organizational skills

This position could be a great fit if you are:

- Passionate about learning new things and finding the answers
- Appreciate and desire open communication and transparency
- Creative with resources and able to adapt to varying/changing situations
- Great at working and interacting with people in-person and on the phone
- Skilled at managing multiple tasks and thrive in a fast-pace environment
- Sense of humor and sees the positive side of life
- Proactive, responsive, resourceful and responsible
- Life-long learner, always looking to excel in what you do
- A teacher by nature who enjoys coaching and empowering others
- Relentless in providing service to others
- Constantly seeking opportunities to collaborate
- Demonstrated passion to support the efforts of creating impact for non-profit and education organizations.
- Embody a passion for mission-driven businesses



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About the company:

Varsity is a technology consulting and IT support company. Our focus is to consistently exceed customer expectations in everything we do. Our clients span educational institutions, non-profits, healthcare, mission-driven B-Corp businesses. We are proud to be a B-Corporation focused on making life better for our employees, their families, our clients, our community and our environment. Through ten rigorous steps, Varsity has ensured we are making a lasting impact in terms of performance, transparency and accountability. To learn more visit the B-Corp website at www.bcorporation.net. When you join us, you will be a part of that purpose. You will work with great people who care about what they do, who bring a positive attitude to work, who like to have fun, and who like to make a positive impact.

Interested candidates should send resumes and cover letter to sstark@varsitysf.com and reference "IT Intern – San Francisco" in the subject.

