



Experience Works! PLUS Internship Program | Available Internship

Please review the EWP Handbook for full program eligibility and application processes. The WFWIB funds internships at its discretion and reserves the right to screen worksite and individual intern applications to ensure program eligibility. We cannot guarantee an interview or internship offer if a student is referred to one of the following organizations. Program spots are limited and filled on a rolling basis.

Internship Job Title

Help Desk Assistant

Location:

Greensburg, PA

Responsibilities:

- Answer phones and dispatch tickets as required or as directed by senior technical team
- Maintain accurate documentation of work and activities performed
- Installation, diagnostics, and maintenance of organizational computer systems and hardware
- Utilize available tools, including ticket management and documentation systems, to ensure adherence to established process
- Basic IT related tasks, such as password resets, new account creation, printer installation, etc., as directed by senior staff

Critical Skills:

- Excellent communication and record keeping, and ability to work well within team environment
- Professional demeanor when interacting on phone, over e-mail, or in person
- Ability to be self-motivated, punctual, and reliable