Experience Works! PLUS Internship Program

A program of the Westmoreland-Fayette Workforce Investment Board

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 Intern

Location:

Greensburg, PA

Responsibilities:

- Answering Phones
- Information gather to create Help Desk Tickets in the ticketing system
- Minor cleaning/straightening office space/taking out trash
- Processing incoming shipments of equipment (physical & digital tracking for proper chain of custody)
- Assisting with updating documentation/SOP's
- Assist with very basic incoming Tier 0 Help Desk tickets
- Digitally wipe/sanitize equipment for decommission & disposal

Critical Skills

The candidate must be able to communicate clearly and concise with clients as well as colleagues. To have a teachable attitude, and accept constructive criticism is key in this role and industry (MSP - Managed Service Provider). Possess a problem-solving attitude and ethic. A willingness to expand knowledge and professional development is key. To have a basic understanding and agreement in maintaining compliance regulations is a non-negotiable. Have a basic understanding of the Windows 10 & Windows 11 operating system. Any additional technical skills (computer software, network maintenance, etc.) is a plus. The ability to adapt to new tools and processes that constantly change.