

Job Description – ETS Internship

Position Description

Expedient Technology Solutions (ETS) is a rapidly growing managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service by fostering a culture of continued growth, honesty, and WOW through service.

We are seeking an Intern with a continuous growth mindset and a desire to gain hands on experience. This position is intended to be the start of your IT journey and provide an internship that leads to growth within the company. The internship program has a rotation in all departments within the organization including Desktop, Help Desk, Infrastructure, and Cybersecurity.

Responsibilities

- Work assigned tickets following ETS process and procedures.
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions.
- Install, configure, test, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Work with automated workstation deployment tool to load OS.
- Collaborate with Desktop Support team members to ensure efficient operation of the organization's desktop computing environment.
- Onsite – Assist technician or engineer with implementation of hardware.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Assist Cybersecurity department with tool implementation, reviewing reports, and responding to cybersecurity alerts.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.

Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with occasional after-hours support and project tasks as needed.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.

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Desired Educational, Training Requirements, & Length of Experience

- It is desired you have a minimum of a high school degree.
- Having 3 – 6 months of experience in a related technical role is preferred.
- This position requires you to complete process and technical training during your first 30 days.
 - These requirements involve shadowing team members, client communication expectations, and specific technical skills/knowledge.
 - Technical skills and knowledge involve but are not limited to, active directory, email configuration, OS and software installation/troubleshooting, and basic networking.

Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members.

Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication*: ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service*: ETS provides Stress Free IT managed services, which promises an experience that goes above and beyond our clients’ expectations.
- *Honor your commitments*: ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others*: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance*: ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.