

KUYPER COLLEGE

Position Title: IT Intern

Position Summary:

Kuyper College is seeking two part-time (20 hours per week) interns for the IT Department. The role of the intern is to provide a line of support for all students, employees and staff of the college. The IT Intern is responsible for resolving support requests as well as meeting employee satisfaction. The IT Department staff work in a dynamic, fast-paced environment which provides service over the phone, through email, and in person.

Job Description:

- Maintain a first-class level of customer service ensuring that all employees and tenants are treated efficiently and in a Christ-like manner
- Be a highly motivated team player with the skills and ability to manage changing priorities
- Diagnose and resolve software and hardware incidents, including Windows and Mac OS and across a wide range of software applications
- Assist users in the use of software applications
- Take ownership of issues by carrying out problem analysis to implement temporary or permanent resolutions (with the aim of restoring services to the employee as soon as possible or escalating incidents to other team members where necessary)
- Accurately track, document and escalate recurring incident requests using the IT service desk system
- Install and configure or upgrade new and existing IT equipment and software
- Resolve incidents with printers, copiers, and scanners
- Communicate effectively with technical and non-technical colleagues at all levels at Kuyper College
- Create user accounts in AD and reset passwords when needed
- Enter invoices associated with the IT department
- Create and manage forms using Formstack
- Add and remove students from the Kuyper College learning management system
- Print student IDs and manage printing services and door access control to the cards

Pay commensurate with experience

To apply please send a resume and cover letter to HRapplications@kuyper.edu

This position will be available in September 2022

Thank you for your interest in Kuyper College! Please visit our website at Kuyper.edu

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Bringing God's Grace into Today's Culture