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# Example of Intermediate Associate Job Description

Our innovative and growing company is searching for experienced candidates for the position of intermediate associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for intermediate associate

* Act as liaison between customer and other HITS division Departmental business support for specific equipment and audio visual assistance
* Travel to remote clinics as needed for customer support including delivering equipment for upgrades, and break/fix issues
* Workstation installation project work encompassing enterprise wide OS upgrades, facility projects including new equipment and hardware upgrades
* Department specific work related to application roll outs, hardware upgrades and customer moves
* Remedy ticket management encompassing updates, transferring, follow ups, resolving, customer assistance, and triaging of tickets
* Desktop administration tasks including meetings, technical training, technical documentation, and research administrative paperwork, customer interactions, reporting, licensing, and HITS related tasks
* Additional administration tasks to include inventory management, equipment stocking, purchasing, risk management, and weekly status reports
* QA testing for hardware and software standards
* Development of customer training materials, technical writing
* Oversee activity on many sub-accounts ensuring faculty and staff efforts are appropriately distributed to these projects including auxiliary fund accounting, financial transaction processing, and financial analysis and reporting

## Qualifications for intermediate associate

* Exceptional speaking, writing, and presentation skills and fluency in reading, writing, and speaking English
* Knowledge of health research/intervention design
* Ability to learn and use new computer programs quickly and effectively
* High School diploma or equivalent and two to four years of experience required for the intermediate level
* High School diploma or equivalent and less than two years of experience required for the associate level
* Strong office computing experience required