



# Example of Technical Support Intern Job Description

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Our growing company is hiring for a technical support intern. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical support intern

- Provide initial scoping of customer technical issues and escalate to Tier 2 and Tier 3 technical staff as required
- Provide fast and efficient customer Tier 1 service to business partners, dealers and end users
- Redirect incorrectly routed cases submitted in the region to Priority Support
- Provide input to team and manager on competitive products and activities
- Utilizing problem and change management system and internal guidelines, will insure that all changes and problems are accurately managed and tracked
- Utilizing Asset Management and NLYTE DCIM , will manage and track network and hardware inventory, locations and status for all mainframe/open systems/ network and peripheral equipment
- Provide updates of the physical layout of equipment and cabling systems utilizing the NLYTE DCIM documentation tool
- Technical Service Information Support – reconcile and update technical bulletins, webcasts, service alerts and quick reference guides
- Support in defining operative quality control plan after REI analysis in order to meet Shop and Engineering requirements
- Understand, analyze and identify “how critical” the various issues raised by the workshop and Engineering

## Qualifications for technical support intern

- Analyze problems from 360 angles and come up with creative solutions
- Manage project progress and track changes throughout the project cycle

- Experience troubleshooting operating system issues
- Knowledge of desktop/laptop computers (Windows, Mac)