



Example of Technical Support Intern Job Description

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Our company is searching for experienced candidates for the position of technical support intern. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for technical support intern

- Drafting and revising of batch records, maintain metrics for Technical Transfer Team
- Support CTQ scoreboard, process characterization activities, and lab lots studies
- Coordinating of wrap-around DH files for controls, and creation of a searchable catalogue of validated files components to be used in future new product transfer
- Provide direct assistance with customers via phone and email
- Act as a resource for ongoing projects and initiatives
- Analyze data to determine trends and supporting information
- Receive and respond to assigned tasks, incoming calls, and/or e-mails regarding desktop and client problems
- Support production personnel using computer based applications on the assembly floor
- Immediately respond to any IT or manufacturing system related issues that cause downtime
- Communicate and follow instructions from a higher level technician onsite

Qualifications for technical support intern

- Experience working in Ag field or having an Ag related background
- Customer service experience or experience in a customer-facing role

- Work Study (12 month duration, 30 hours/week maximum)
- Experience writing or debugging Object Oriented code (Java preferred, other relevant technologies are welcome)
- Competent at navigating Unix/Linux terminal