



# Example of Technical Support Intern Job Description

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Our company is growing rapidly and is hiring for a 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

- Support lab environment, design topologies and manage routers/resources within team
- Write knowledge base articles to document common problems and their resolution for organization wide reference
- Work with TSE(s) for developing test scripts (Python/Perl), test environment and RCA document
- Provision new hardware to all new and existing users
- Maintaining user accounts, along with password changes and recovery
- Find right balance of studies with work
- Participate in training and other professional development activities
- IT Direct ticketing monitoring
- Telephone support to clients
- Monitor SAPTV and other events as required

## Qualifications for technical support intern

- Bilingual/Multilingual in English/Japanese or English/Mandarin is a nice to have
- Pursuing a degree in Information Technology or Engineering or a related field
- Good knowledge of hardware and cabling systems
- Major in Engineering, Automotive Technology, Heavy Equipment Technology
- Proven ability to listen and empathize appropriately with customers

- Ability to interact positively with end users