



Example of Technical Support Intern Job Description

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Our company is growing rapidly and is looking to fill the role of technical support intern. 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 technical support intern

- Receives and accommodates notebook requests according to Policy and procedures, tracks notebook distribution, allocation and timely returns from repair depot
- Support local mobile devices (smartphones and tablets)
- Ability to perform computer troubleshooting and machine rebuilds
- Responsible for tracking and security of fixed assets
- Leads area projects, acts as a resource for global projects
- Contact customers as designated by their Team Leader to gauge customer satisfaction
- Work closely with Technical Support teams to ensure proper understanding of solutions, designs and implementations, in addition to reviewing, updating, and executing support issues
- Expand on knowledge of basic troubleshooting skills and tools by shadowing and receiving instruction from their Team Leader, Manager or Senior Manager
- Actively participate in Technical Support events
- Answering phones and create a support case

Qualifications for technical support intern

- Excellent interpersonal communication and customer service skills are required in order to work successfully with customers in high stress and/or ambiguous situations

- Bachelor of Science Degree in Computer Science, Electrical Engineering or related field (candidate)
- Performing and enabling remote technical support within Cloud Support
- Bachelor's degree from an accredited university or college in a mechanical engineering
- Knowledge of quality fundamentals