



Reporting Systems, Inc. (RSI) doing business as Emergency Reporting (ER)

JOB DESCRIPTION

JOB TITLE:	IT Intern	FULL TIME/PART TIME:	PT
DEPARTMENT:	IT PRODUCTION OPERATIONS	EXEMPT/NON-EXEMPT:	Non-Exempt
DIVISION:	ADMIN-TECHNOLOGY	SECURITY LEVEL:	B
REPORTS TO:	IT MANAGER	LATEST REVISION DATE:	1/8/17
SUPERVISES:	NONE	REVISION APPROVED BY:	MP

JOB SUMMARY:

This position provides IT help to office staff (or remote staff over the phone), administration of assigned projects, to assist IT Admins, and other IT functions.

RESPONSIBILITIES OF ALL EMPLOYEES:

- Strive to exhibit ER's Valued Employee Attributes to support our company values and culture.
- Adhere to applicable policies and procedures.

RESPONSIBILITIES OF EVERYONE IN THIS DEPARTMENT:

- Arrive on time and be willing to preform essential functions of the job.
- Provide excellent service to the employees of Emergency Reporting.
- Helpdesk is your first priority unless otherwise specified.
- Clearly communicate if you have a problem of any sort with your team.
- Clearly communicate if you experience difficulty with any of the essential job functions listed below.

ESSENTIAL JOB FUNCTIONS:

Security

- Work with different FedRAMP (security) documents.
- Participate in putting together training materials for security and other technology policies.
- Review STIG security compliance and help with keeping STIG compliance.
- Maintain and update user and administrative policies.
- Help educate users of basic security threats to prevent user mistakes.
- Report any security problems to the IT Manager.
- Request authorization from the IT Manager before changing user permissions or making any unapproved changes.

Projects

- Work on projects, as assigned from the IT Manager. Projects may come in as Help Desk tickets, verbal, or written requests.
- Document projects - items such as settings, configurations, known problems, and any other relevant information.

Help Desk

- Work on assigned Help Desk tickets for IT services at main office site, including email, phone, desktop support, enterprise applications and other IT related tasks. Responsible for maintaining assigned Help Desk tickets and escalate issues, as needed.
- Interact with internal clients on all levels to help resolve IT-related issues and provide answers in a timely manner.
- Document work done in Help Desk Tickets.

OTHER JOB FUNCTIONS:

- Arrive on time ready to work and Alert IT manager in advance of schedule problems.
- Participate in assessment of new technologies.
- Attend all hands meetings, company trainings, IT meetings, or other company events, as requested by IT Manager.
- Assist with IT issues as needed.
- Manage workload with ticket system.
- Perform other duties as assigned by the IT Manager.

QUALIFICATIONS – EDUCATION, LICENSES & EXPERIENCE:

- Working on an associate degree in computer science, information systems, or other IT related field.
- Experience with computer and system security.
- Two or more years' experience with computers.
- Experience in IT.
- Other combinations of education and experience that provide the incumbent with the necessary qualifications may be considered.

QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:

- Goals- and results-oriented, with a passion for excellence.
- Effective written and verbal communication and interpersonal skills.
- Organized and detail- and accuracy-oriented, including ability to effectively document and resolve issues.
- Able to learn and adapt to changing technologies and procedures.
- Able to be a competent, effective, and collaborative team player.
- Demonstrated ability to take initiative, problem solve and work independently.
- Demonstrated ability to thrive in a fast paced environment.

SPECIAL REQUIREMENTS:

- Incumbent is subject to a background check and appropriate security clearances.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Mobility: Work is performed in an office setting and requires sitting for long periods of time. Must be able to move throughout the office to interact with employees.
- Hearing: Must be able to hear verbal conversations over the phone, using collaboration tools, and in-person with background noise.
- Vision: Must be able to consistently identify objects and persons at a distance and read fine print on various forms.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.