



Global Tech Support Intern

Why Join Us?

To contribute to and learn what it's like to support the technology needs of a large scale global organization.

You will:

- Contribute to resolving issues that come into our “level 1 and 2” client system support team.
- Deliver an outstanding customer support experience to our staff.
- Learn how to utilize ITIL service management practices and tools, in a support context.
- Assist with client technology related special projects
- Become oriented to Scaled Agile Framework (SAFE), and associated practices.

You have:

- Experience with client operating systems (Windows client and/or server, OSX, Linux, etc.) and hardware
- A good understanding of customer service
- A humble spirit, willing to teach and be taught. Willing to admit when you don't know, and seek out the right
- Ability to take direction and work independently on assigned tasks

You study:

- Information technology, or related field of study