Position Description for Information Technology (IT) Internship

Connected Technology Solutions (CTS) is an interactive technology company and is North America’s top provider of healthcare patient check-in kiosk solutions. We design, engineer and build our kiosks and integrate all of our technology systems within the same state-of-the-art facility. Our 65,000 square-foot headquarters and manufacturing space is located in Menomonee Falls, Wisconsin and is supported by sales offices in Chicago, Denver, and Tampa.

Recently named one of the five fastest growing companies in the Milwaukee area, CTS has long been recognized for its outstanding creative talent as well as innovative engineering, garnering CTS’ team and clients a collection of the most prestigious awards in the industry, including Kiosk of the Year, Best Digital Signage, Best Gaming, 4 POPAI and 4 Design of the Times awards. For more information, please see our website at http://www.connectedts.com.

Position Details:

This internship offers practical work experience, an introduction to Windows desktop support and an opportunity to gain experience with the technical operations. This internship will involve challenging opportunities, real technical projects, and interaction with staff. This is a great opportunity to gain hands-on experience in the computer field. If you have exceptional customer service skills, are highly dependable and enjoy being the one that everyone comes to for computer technical help, then we are looking for you.

Essential Job Duties/Responsibilities:

• Respond to user requests for service, troubleshoot problems and help develop solutions.
• Support PC hardware components, desktop operating system software, and application software.
• Perform minor repairs to equipment and arrange for other servicing needs.
• Identify and report system issues to vendors. Monitor and test resolution of those issues sent to vendors.
• Monitor antivirus software and updates and repair computers infected with spyware, adware and/or viruses
• Monitor backup systems and procedures to ensure data security.
• Record activities, solutions and other responses to request for service.
• Assist in maintaining inventory records and documentation for equipment.
• Contribute to technical documentation and participate in policy, procedure, and standards development.
• Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems
• Assist users in determining appropriate software solutions to meet needs.
• Develop and provide user training for basic hardware and software use.
• Provide backup technical support for network including router, firewall, and wireless access point.
• Maintains open communication and positive working relationship with staff.
• Perform other duties/projects as assigned.

Requirements (Knowledge, Skills, and Abilities):
• Minimum of six months paid or volunteer work experience with computer desktop support in a networked environment for a small to mid-sized organization.
• Must be available to work a minimum of 20 hours per week.
• Must be available and willing to commit at least six (6) months initially for an internship.
• Must be pursuing an undergraduate or graduate level degree in a business, communications or computer related field.
• Minimum of two years of college or trade school education in a business, communications or computer related field.
• A basic understanding of computer network cabling and network file and print services.
• A GPA of 3.0 or above.
• Must be able to lift 25 pounds.

Proficiency in computer applications:
  • Microsoft Excel – Manipulation of data; transferring data; development of charts and tables
  • Microsoft Word – Entering and formatting text; inserting charts, tables, and other visuals
  • Microsoft PowerPoint – Creating and editing slides; inserting text, charts, tables, and visuals
  • Conducting research via internet
• Ability to prioritize tasks and efficiently manage time.
• Ability to exercise good judgment and effectiveness in working with a high performing team.
• Strong oral and written communications skills.
• Ability to respond effectively to inquiries or complaints.
• Ability to develop, maintain, and promote strong internal and external relationships.
• Ability to define problems, collect data, establish facts, and draw valid conclusions.
• Ability to maintain professional (business casual) dress and grooming.

To Apply:

  • Submit a letter of application, resume, and the names and contact information for three professional references to Careers@connectedts.com or W146 N956O Held Dr., Menomonee Falls, WI 53051.