



SUPERIOR COURT OF CALIFORNIA COUNTY OF MERCED

SCOPE OF WORK

Job Title: Desktop Support – Paid Intern **Division:** Information Technology

Salary: \$11.50 per hour **FLSA:** Non-Exempt

Closing Date: *Open Until Filled*

DEFINITION:

As a Desktop Support Intern the incumbent will have the opportunity to expand his/her IT knowledge and experience within the Court's Information Technology division. This assignment will provide first level support to internal users of the Merced Superior Court.

ESSENTIAL FUNCTIONS:

The duties to be performed include, but are not limited to, the following:

- Creates and works on help desk tickets utilizing help desk ticketing software
- Responds to user issues in an office environment
- Maintains user account information
- Installs and configures computer hardware, software, systems, printers and scanners or contacts third party vendors to coordinate repairs
- Maintains, analyzes, troubleshoots, repairs or coordinates the repairs of information systems
- Maintains, cleans and tests equipment and peripherals
- Asset tagging and equipment management
- Provides service support in a professional, courteous, and timely manner
- Other duties as assigned by Management

BASIC QUALIFICATIONS

Education: Currently enrolled in an accredited degree program with an Information Technology degree focus.

Knowledge and Abilities:

- General knowledge of PC hardware, desktop operating environments (e.g. Windows XP / Windows 7 / Windows 10), and supported software packages (e.g. MS Office, Adobe Acrobat, Gmail, common web browsers, etc.).

- Knowledge of common printers, printer drivers, and printer mapping techniques will be essential.
- Organized, detail oriented, and possess good communication skills.
- Ability to logically investigate and determine both the causes of reported issues as well as how to resolve them, mitigate future instances.

Physical Ability:

While performing the duties of this position, the intern is regularly required to talk or hear. The intern frequently is required to use hands or finger, handle, or feel objects, tools or controls. The intern is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The intern must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.