

DCA - IT Help Desk and Desktop Internship

Job Requisition	R-19264 DCA - IT Help Desk and Desktop Internship (Evergreen) (Open)
Job Family	Interns
Start Date	04/06/2026
End Date	04/10/2026
Primary Posting	No
Description	

Current employees: Please apply through the employee portal to be considered for this opportunity.

Pay Range:

\$16.30 - \$30.00 Hourly

Department:

Department of County Assets (DCA)

Job Type:

Intern

Exemption Status:

United States of America (Non-Exempt)

Closing Date (Open Until Filled if No Date Specified):

April 09, 2026

The Opportunity:

IT Help Desk and Desktop Internship

College to County Intern 2026 - Department of County Assets

Pay Rate: \$24 per hour

Job Type: Temporary College Intern

Duration: Summer 2026 - Starting in June - 12 weeks

Hours: 40 hours a week

Telework: In person only

Building Physical Location: 501 SE Hawthorne Blvd, 4th floor

Portland, Oregon 97214

Does This Position Require Driving a County Vehicle? No

TriMet Passes are available if transportation to County facilities is required.

Eligibility requirements and more details found on our College to County [website](#).

What Does the IT Help Desk and Desktop teams Do?

The IT Help Desk and Desktop teams serve as the first point of contact for Multnomah County employees to seek IT services and assistance. Our team has technical skills to provide support to our customers and enjoys helping others.

Link to the Department of County Assets IT [webpage](#)

Internship Description & Responsibilities:

The purpose of this internship is to gain an understanding of how an IT Help Desk and Desktop Teams functions, what types of support we provide to internal customers, how we coordinate with other teams within IT and departments across the organization and gain hands-on experience with IT support. In this role, you will support customers both in-person and by phone.

Responsibilities include:

- Observe IT Help Desk business processes
- Assist customers in-person with issues such as troubleshooting issues logging into a laptop, issues with mobile devices, distributing new devices, assist with wayfinding for pick up and drop off and directing customers to the right team for resolution.
- Assist customers by phone with password resets, DUO activation, creating tickets to direct to the appropriate team. May assist with other IT support requests as needed.
- Participate in IT Help Desk team meetings and in team Google Chats.
- Prepare new computers for deployment.
- Maintain inventory of new and replacement computers.

Learning Outcomes:

- You will become familiar with some of the tools that the IT Help Desk and Desktop Teams use to support our customers such as ServiceNow, Active Directory, DUO, SCCM/MCEM, Zoho, Microsoft InTune and Jamf.
- Gain an understanding of typical calls to the IT Help Desk and how to resolve them.
- Gain hands-on experience provisioning and deploying new laptops and desktops.
- Become familiar with Multnomah County services and how IT supports the missions of Multnomah County departments.

Education and Minimum Qualifications:

- Candidates should have completed or enrolled in a college/university academic institution.
- Interest in Information Technology Support.
- Experience with customer service.
- Experience working with the public.
- Ability to follow standard operating procedures
- Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#)).

In accordance with [Oregon Law](#), Multnomah County is not collecting school attendance dates in the initial application process; please do not include these dates in your resume, cover letter and other application materials.

Diversity and Inclusion: At Multnomah County, we don't just accept difference; we value it and support it to create a culture of dignity and respect for our employees.

We are proud to be an Equal Opportunity Employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran or protected veteran status, genetic information and other legally protected characteristics. The [EEO Know Your Rights poster](#) is available for your reference. Multnomah County is a VEVRAA Federal Contractor. We request priority protected veteran referrals.

Veterans' Preference: Under Oregon Law, qualifying veterans may apply for veterans' preference. Review our [veterans' preference page](#) for details about eligibility and how to apply.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Questions?

Recruiter:

Alec Esquivel

Email:

alec.esquivel@multco.us

Phone:

+1 (971) 8061687

Application information may be used throughout the entire selection process. This process is subject to change without notice.

Disclaimer: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.

Job Profile:

8007 - College Intern

Worker Sub-Type	Intern
Location	Multnomah Building
Time Type	Full time
Locations	
Supervisory Organization	Help Desk and Operations (Pam Zaragoza)