



IT Help Desk Internship

College to County Intern 2024 - Department of County Assets

Pay Rate: \$24 per hour

Job Type: Temporary College Intern

Duration: Summer 2024 - Starting in June - 12 weeks

Hours: 20 - 40 hours a week (depending on candidate's preference)

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 Do?

The IT Help Desk serves 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 Service Desk functions, what types of support we provide to internal customers, and how we coordinate with other teams within IT and departments across the organization. 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 in to 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.
- Provide feedback on possible improvements to the IT Help Desk.
- Assist with recycling of inactive mobile devices.
- Participate in IT Help Desk team meetings and in team Google Chats.

Learning Outcomes:

- You will become familiar with some of the tools that the IT Help Desk uses to support our customers such as ServiceNow, Active Directory, DUO, SCCM, Zoho and Jamf.
- Gain an understanding of typical calls to the IT Help Desk and how to resolve them.
- 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.
- Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#)).

Workforce Equity:

Our Commitment to Safety, Trust and Belonging: Multnomah County is committed to developing, nurturing and continually improving workforce equity by identifying and addressing the structural and policy barriers to equal employment opportunity faced by our employees and communities. Learn more by reading our [Workforce Equity Strategic Plan](#) and exploring our [Core Competencies](#) for all County employees.

Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

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.

Application Instructions:



Please fill out and submit an application for this position through the form also located on this [website](#). The deadline for submitting an online application is March 25th, 2024.