



IT Help Desk Internship

College to County Intern 2022 - Department of County Assets

Pay Rate: \$22 per hour

Job Type: Temporary College Intern

Duration: Summer 2022

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

Telework: *Hybrid*

Physical Location: 501 SE Hawthorne Blvd, 4th floor

Portland, Oregon 97214

Does This Position Require Driving a County Vehicle? If so, please explain why and frequency: No

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. The majority of the support is done over the phone using remote tools.

Internship Description:

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. You will become familiar with some of the tools that we use to support our customers such as ServiceNow, SCCM and Jamf.

Responsibilities include:

- Observe IT Help Desk workflows
- Gain an understanding of typical calls to the IT Help Desk and how to resolve
- Provide feedback on possible improvements to the IT Help Desk
- Review knowledge base articles for digital accessibility
- Work with subject matter experts to update knowledge base articles
- Assist with recycling of inactive mobile devices



- Participate in physical asset audit at County sites

Education and Experience Qualifications:

- Interest in Information Technology Support
- Experience with customer service
- Experience working with the public

COVID-19 Vaccination Requirement: To protect the health of the community and employees, Multnomah County requires employees to be fully vaccinated against COVID-19 or have an approved medical or religious exemption as a qualification of employment.

The rule applies to all employees, as allowable by law. Candidates who receive an offer of County employment must provide proof of vaccination upon hire or submit an exception request before their start date.

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 apply for this position through the form also located on this [website](#). The deadline for submitting an online application is April 3, 2022.

