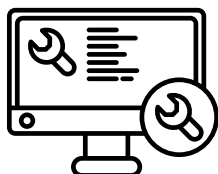




IT Service Desk Summer Internship



Program Details



- Located in Oakland, CA
- 12-week program (June - August, 2023)
- Approximately 30 hours per week
- Paid stipend equivalent to \$20.00/hour

Requirements

- High school graduation or its equivalent
- Current enrollment in a formal post-secondary information technology or related program
- Strong interest in pursuing an IT career at EBMUD and/or a similar public sector IT occupation
- Able to problem-solve and operate under infrequent supervision and resolve issues as needed
- Able to communicate effectively and respectfully with internal customers
- Attention to detail and ability to maintain accurate written records and submit written reports

Example Duties

- Installing new laptops
- Assisting with iPhone/Multi-Factor Authentication setup
- Collecting technology assets for separating employees
- Disposing computer hardware, including asset management
- Assisting with basic hardware troubleshooting tickets
- Responding to requests to update internal employee directory
- Researching A/V (audio/visual) solutions for conference rooms
- Updating/creating A/V instructions for conference rooms and providing support as appropriate

Application Process

- Online applications are due by **5:00pm on Friday, May 12, 2023**
- Interviews will be held **May 22 - 26, 2023** (online video conferencing)



<https://tinyurl.com/ServiceDesk2023>

For questions regarding the application, please contact Courtney Carlson at the EBMUD Diversity & Inclusion Office, at dioffice@ebmud.com