

## Job Description

**COMPUTER HELPDESK INTERN**

---

EXEMPT (Y/N): No

LOCATION: Corporate Office, Sacramento

HOURS: Part-time, Varies

DEPARTMENT: IT

SALARY: \$18-25/hr.

SUPERVISOR: IT Director

---

**SUMMARY:** We are seeking a motivated and customer service-oriented individual to join our team as a Tier 1 Computer Helpdesk Intern. This role is crucial in ensuring smooth technological operations for our construction company. The ideal candidate will have a foundational understanding of computer systems, an eagerness to learn, and a strong commitment to resolving technical issues efficiently. The working hours are flexible but would need to be a consistent schedule, and ideally a minimum of 16 hours per week. This is an in-person job, no remote work permitted.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to those listed below. These duties describe the minimum responsibilities of this position and are subject to change to accommodate the needs of the company.

- First Point of Contact: Serve as the first point of contact for employees experiencing computer system issues.
- Issue Identification and Resolution: Diagnose and resolve basic technical issues involving software, hardware, and network systems.
- Ticket Management: Log all help desk interactions and track ticket resolution progress.
- User Support: Assist users with computer system usage, including software installations, email account setup, and peripheral device troubleshooting.
- Documentation: Maintain daily records of system performance and user issues.
- Escalation: Escalate complex issues to senior IT staff.
- Preventative Maintenance: Perform routine system maintenance tasks to prevent issues.
- Training: Assist in user training sessions on basic system functionalities and best practices.
- Collaboration: Work closely with other IT team members to deliver high-quality support.
- Continuous Learning: Stay updated on new technologies and industry trends.

**SKILLS & EXPERIENCE**

- Basic understanding of computer systems, mobile devices, and other tech products.
- Ability to diagnose and resolve basic technical issues.
- Excellent problem-solving and communication skills.
- Eagerness to learn and grow in the IT field.
- Strong customer service orientation.
- Experience with Microsoft Office Suite and Windows OS is a plus.
- Familiarity with construction industry software is beneficial but not required.
- Ability to work well with others and achieve team goals.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Skilled in both verbal and written communication.
- Must have an enthusiasm and willingness to learn



**EDUCATION and/or EXPERIENCE:**

High School Diploma or equivalent.

Working towards a four year degree in Computer Science or related field.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as operating manuals and maintenance instructions. Ability to speak effectively in one-on-one situations with customers and employees.

**REASONING ABILITY:**

Ability to interpret a variety of instructions furnished in written and oral form.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid driver's license and good DMV record to operate vehicle on company's behalf.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to sit, stand, and walk. The employee is occasionally required to climb or balance, and stoop, kneel, crouch, or crawl.

The employee occasionally is required to lift and/or move up to 25 pounds and to walk up to ½ mile daily. Specific vision abilities required by this job include close vision and distance vision.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts; in outside weather conditions and is occasionally exposed to wet and/or humid conditions, and fumes or airborne particles.

The noise level in the work environment is usually moderate.

**NOTE:** Otto Construction is a drug-, smoke- and alcohol-free workplace. Drug testing is a requirement for employment.

Otto Construction is an Equal Opportunity Employer.

**You may submit your resume to Andy Adsetts, IT Director at [aadsetts@ottoconstruction.com](mailto:aadsetts@ottoconstruction.com).**

**Employment placement agencies and executives need not inquire.**