



Position Title: **Technology Services Intern (Paid)**

Last Updated: September 2025

Reports To: Director of IT Services

Status: Non-Exempt; Hourly
Temporary Part-time

Schedule: Actual hours will be assigned per the needs of the Department
Class Saturday coverage, other weekend/special event coverage as necessary

Benefits: Not Benefit Eligible, Except For Sick Time, Per The MA Sick Time Law
Tuition Remission Eligible - No

Summary Description: The Technology Services Intern provides support for the Technology Team on a temporary basis. Provide technical support, monitor the school's ticketing system and support on-boarding and offboarding for faculty and staff. This role requires strong communication, organizational skills, and a proactive approach to enhancing support services.

Essential Functions:

Help Desk & Ticketing Support

- Provide first-level support to students, faculty and staff, via ticketing system (ZenDesk), email, and walk-in help desk
- Staff Help Desk for 10-20 hours per week during business hours; may include support on Class Saturdays
- Assist with ticket triage, resolution and escalation for T1 (basic) and T2 (intermediate) support requests
- Deliver excellent customer service and clear communication to users of varied technical skill levels

Hardware and Software Support

- Support the setup, configuration, and troubleshooting of laptops, desktops, printers and mobile devices
- Coordinate minor repairs and warranty service tasks under supervision

Network and Systems

- Assist in managing network user accounts including password resets, onboarding/offboarding, and group policy troubleshooting
- Provide basic network administration support, including printer/network drive mapping, IP conflict resolution, and device registration
- Gain exposure to broader IT systems including Active Directory, Intune MDM, and VPN support

Academic Technology and Documentation

- Support classroom AV setup and help maintain academic technology tools and platforms
- Document common troubleshooting procedure and contribute to internal knowledge base articles

Additional Responsibilities:

- Required to wear proper attire, consistent with school's dress code at all times and to maintain positive attitude and appearance in accordance with department/school standards
- Must always maintain high level of personal hygiene and cleanliness
- All school employees have some responsibility for reporting inappropriate behavior to School Administration in order to maintain a safe learning environment
- All school employees must acknowledge receipt of the current Williston Employee Handbook and are responsible for reviewing the contents and must abide by rules, policies and procedures stated in the document
- Other duties as needed or assigned

Qualifications:

- Enrolled in or recently completed course of study in a technical field
- Must possess strong technical knowledge with current PC Hardware, Microsoft operating systems, and Microsoft Office in an academic/administrative setting
- Basic understanding of computer systems, networks, and software commonly used in educational settings
- Familiarity with Help Desk software (Zendesk)
- Good working knowledge of Mac Hardware and related operating systems helpful
- Must be able to work intuitively and independently on multiple projects simultaneously and work well under limited time constraints
- Demonstrated interpersonal and communication skills required to successfully interact with diverse staff, faculty, students and other constituents of the School
- Must be detail-oriented, creative, flexible and motivated by challenges
- Must have the ability to work in a school environment by successful completion of all legally required and school required background checks including the state mandated CORI, Criminal Offender Record Information, SORI, Sex Offender Record Information and Fingerprint based criminal background check
- All employees are required to participate in annual harassment awareness training as a condition of employment
- Familiarity working knowledge of Microsoft operating systems and M365 environments
- Positive appearance, attitude and presentation with a strict sense of confidentiality
- Having a cell phone (smart phone) is an expectation of employment at Williston, not only for communication purposes, but also for the school's emergency protocols
- Work effectively with colleagues and students by practicing good attendance and punctuality, respect for deadlines, collaborative problem solving and honest communication
- Regular consistent attendance and punctuality is required as a condition of employment

Physical Qualifications:

The person in this position:

- Regularly communicates with other staff, vendors, visitors in person, via phone, email, etc. and must be able to convey accurate information in these situations
- Occasionally moves small/medium sized items that may weigh up to 25 pounds
- Can move about the offices to access files and/or office machinery
- Regularly operates computers or other office machinery, i.e., calculators, copy machines, printers
- Observes, recognizes, identifies other staff, vendors, visitors
- Can remain in a stationary position, (i.e., sitting, standing), for extended periods of time

Working Environment:

- The work environment is usually moderately quiet; however, variations in noise level may occur when employee attends school functions such as assemblies or other events
- The employee may be exposed to dusty environments
- Work may require the ability to work in small spaces with high levels of noise and temperatures at times
- The environment may be stressful and hectic at times with frequent interruptions

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects the administration's assignment of essential functions; and nothing in this herein restricts administration's right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.