



## Job Description – Intern, Lab and Dorm Support

**Department:** Technology Services

**Reports to:** Lab and Dorm Support Manager

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### **Position Summary**

Help to maintain the computer labs, monitor network infrastructures, printers, and other IT equipment and services in dormitory. Troubleshoot and resolve regular service issues related to the computer hardware, software, network, and peripherals; quickly resolve the client inquiries; proactively monitor services and system to detect and report emergency incident; help to supervise the daily activities of part time employees (student); log daily service record and report to Lab and Dorm support manager.

These positions will be primarily based in dormitory and require a duty shift to provide continuous service support from 7:30 am to 10:30 pm during the business day.

This position will be as well rotated within the technology services department if necessary.

### **Responsibilities**

- Assist with troubleshooting and resolving regular service issues related to the computers, network, IP Telephones, printers, and other IT equipment and service in dormitory, ensure technical service is continuously operational in dormitory.
- Log daily service record, monitor services and system to detect and timely report any possible emergencies.
- Take the assigned day/night duty shift to provide continuous service support from 7:30 am to 10:30 pm. Help to arrange and supervise the student workers in dormitory.
- Liaison for dormitory IT services. Escalate all the complex issues to Lab and Dorm support manager in a time manner.

### **Qualification**

- **Required Education**  
Bachelor's degree or equivalent experience.
- **Required Experience**  
Experience of providing technical support and troubleshooting for hardware, software, and networking issues.
- **Required Knowledge, Skills, and Abilities**  
Knowledge of popular computer/mobile device system, knowledge of networking, networked services, multimedia applications, and system administration or equivalent combination.

- **Preferred Education**  
Bachelor's degree in computer science, educational technology, or related field.
- **Preferred Experience**  
Experience of system and software deployment. Experience of inventory management.
- **Preferred Knowledge, Skills, and Abilities**  
Familiar with Mac/Linux, Virtual Machine management.