

MAHĪPIYA LŪTA

RED CLOUD

Information Technology Intern

Department: Technology | Human Resources

Reports to: Technology Manager

Classification: Non-Exempt

Status: Temporary

Mission

Summary

100 Mission Drive
Pine Ridge, SD 57770

The IT Intern will support our in-house IT department in providing technical assistance, maintaining computer systems, and configuring hardware and software. The successful candidate will be able to troubleshoot and resolve technical issues, assist with the implementation of new technologies, and provide training and support to team members.

Duties and Responsibilities

- Provide technical assistance to staff on hardware and software-related issues
- Install, configure, and troubleshoot computer systems, hardware, and software
- Monitor system performance and troubleshoot any issues
- Follow established procedures and processes for computer maintenance
- Provide training and support to team members on the use of computer systems and software
- Perform system backups and maintain accurate records
- Research and recommend solutions for technical problems
- Other duties as assigned

Qualifications

- Associates Degree or Bachelor's degree (or working towards) in Information Technology, Computer Science, or related field
- Knowledge of computer systems and software for Mac and PC
- Knowledge of network and system security
- Familiarity with hardware and software installation for Chromebooks
- Excellent problem-solving and troubleshooting skills
- Strong communication and customer service skills
- Able to work independently and as part of a team
- Able to learn quickly and adapt to changing technology

Physical Requirements

- Good Manual dexterity to efficiently work with technology related equipment.
- Ability to stand, crouch, and climb to perform required repairs/maintenance to technology related equipment and wiring.
- Good vision (with correction) to efficiently work with technology related equipment.
- Ability to lift up to 50 lbs. or more on occasion.

Certification: I have read and understand the preceding job duties, specifications, requirements, and accountabilities, and agree to execute the same in a manner that promotes equality of opportunity, dignity and due respect for all, consistent with the Mission of the Red Cloud Indian School, Inc.

Employee Signature

Date