



**Position Title:** Jr. IT Help Desk Co-Op

## **Position Type**

Part-Time

## **Work Authorization**

U.S Citizen or U.S. National, Permanent U.S. Resident

## **Description**

-Assisting with local helpdesk issues; Responding to help requests from remote branch locations and offices including the use of remote access tools and troubleshooting with end-users over the phone or messenger; Thoroughly documenting completed work using the company ticketing system; Hands-on work for various cabling or installation purposes within the office, which may require climbing a ladder and using basic tools; Provide on-call support to office users during some off-hours; All other duties as assigned

### **Experience and knowledge in the following areas are necessary:**

- Strong knowledge of Windows 7, 8.1, 10, Server 2008, Server 2008 R2, Server 2012 R2 and various administrative tasks
- Experience with remote access software such as Screen connect, TeamViewer, or Remote Desktop
- Troubleshooting Windows installation issues including drivers, printers, scanners, and other software
- Formatting and installing Windows Operating Systems, either manually or via mass-imaging technologies, like MDT
- Using a ticketing system for prioritizing and documenting progress on issues and projects within the company and department
- Familiar with patch management and asset inventory technologies and methodology
- Proficiency with OS-native or OS-agnostic programming languages to be used for scripting automated tasks
- Cutting and terminating Ethernet patch cables
- Written and verbal communication skills
- Enthusiasm and a genuine interest in technology

**Must have: Monday through Friday availability (4-5 hours each day)**

## **Location**

Miami, FL

## **Desired Major(s)**

Business Related Degree (Preferred)

## **Salary Level / Compensation Type**

Discussed in Interview

## **How To Apply**

Email your resume (PDF or Word Document) to [Recruitment@ceifx.com](mailto:Recruitment@ceifx.com)

