

Information Technology Intern

POSITION SUMMARY

An Information Technology (IT) intern will work closely with the rest of the IT department to learn the internal systems that make Calabrio tick. This person will have a passion for technology and the willingness to learn and grow within a fast-paced emerging software company. IT interns are mentored and monitored closely by a senior level or key member of the IT staff to ensure the best possible support and education is available.

CORE EXPECTATIONS

- Utilizes help desk software to respond to employee issues.
- Test and install computer hardware and software applications and ensure software applications meet end user requirements.
- Setup and onboarding of new employees including accounts, hardware, and software.
- Assist in the organization and inventory of all hardware and software resources.
- Develop and maintain system documentation for desktop configuration, support procedures, system maintenance procedures, etc., utilizing best practice standards and guidelines.
- Research and recommend new technologies aimed at improving utilization of desktop technology and maximizing asset utilization.
- Other duties as assigned.

CORE COMPETENCIES

- Basic problem solving and analytical skills.
- Knowledge of Windows 7, 8, and 10 support.
- Proficiency in the installation and configuration of Microsoft clients, and other business applications utilized by employees.
- Effective interpersonal skills (written and oral).
- Ability to manage projects to successful and timely completion.
- Ability to work independently and collaboratively.
- Ability to prioritize work, based on organizational needs.
- Other core competencies will be defined by your direct supervisor/manager.

EDUCATION/EXPERIENCE

- Must be a currently enrolled in a 4 year Bachelors program in Computer Science or equivalent with coursework in C++, Java or similar Object-Oriented language or IT systems.
- Grade point average of 3.0 or above.

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to manager or higher level personnel
- Ability to work closely with peer engineers, group leaders and other employees and departments in the company
- Direct work with customer and partners in a leadership role
- Provides leadership within company on small projects and tasks

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit:

www.calabrio.com.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=156217&lang=en_US&source=CC2

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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