Paradies Lagardère TRAVEL RETAIL

**POSITION DESCRIPTION**

POSITION TITLE: IT Intern
EMPLOYMENT CLASSIFICATION: Non-Exempt

POSITION REPORTS TO:

DEPARTMENT: Information Technology

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## POSITION DESCRIPTION SUMMARY:

The IT Intern will support the Information Technology team with day-to-day technical support, system maintenance, user access, equipment setup, documentation, and technology projects. This internship provides hands-on experience with enterprise technology, IT service delivery, cybersecurity practices, and business applications while contributing to a reliable and effective technology environment.

## DUTIES AND RESPONSIBILITIES:

### Technical Support

- Provide first-level support for common hardware, software, and system-related issues.
- Assist employees with password resets, account access, and basic troubleshooting requests.
- Support the setup, configuration, and maintenance of laptops, desktops, printers, and mobile devices.
- Document support requests and resolutions in the IT service management system.
- Escalate complex or unresolved issues to the appropriate IT team member.

### Systems & Infrastructure Support

- Assist with user account administration, access provisioning, and permission reviews.
- Support workstation imaging, software deployment, equipment inventories, and technology refresh activities.
- Assist with system updates, hardware upgrades, and routine technology maintenance.
- Help maintain accurate IT asset records, procedures, and technical documentation.
- Participate in projects involving network, server, cloud, or collaboration technologies.

**Cybersecurity & Compliance**

- Support cybersecurity awareness initiatives and promote safe technology practices.
- Assist with access-control reviews, security documentation, and compliance-related activities.
- Help monitor and document security alerts or potential vulnerabilities under team guidance.
- Support data protection, privacy, and information security projects.

**Business Applications & Project Support**

- Assist with testing and implementation of new technology solutions and system enhancements.
- Support business applications, including Microsoft 365 and other enterprise platforms.
- Gather and analyze information for IT reports, projects, and process-improvement initiatives.
- Create and update user guides, job aids, process documentation, and training materials.

**TYPICAL KNOWLEDGE AND SKILLS:**

- Ability to work independently and collaboratively in a hybrid work environment.
- Strong interpersonal, verbal, written, and customer-service communication skills.
- Working knowledge of Microsoft Windows and Microsoft 365 applications, including Word, Excel, PowerPoint, Outlook, and Teams.
- Basic understanding of computer hardware, software, networking, and troubleshooting concepts.
- Ability to explain technical information clearly to users with varying levels of technical knowledge.
- Demonstrated flexibility and the ability to adapt positively to changing priorities and technologies.
- Strong analytical, problem-solving, organizational, and attention-to-detail skills.
- Ability to manage multiple tasks, prioritize workload, protect confidential information, and complete assignments with accuracy and follow-through.

**POSITION QUALIFICATIONS:**

- Legal Age: 18 Years
- Rising senior enrolled in an accredited college or university program with a minimum 2.5 GPA.
- Pursuing a degree in Information Technology, Computer Science, Cybersecurity, Information Systems, Computer Engineering, Data Analytics, or a related field.
- Relevant coursework, technical projects, help desk experience, or prior internship experience is a plus.