

ROCKFORD CORPORATION

Rockford Corporation, a high-performance audio manufacturer, is looking for an ambitious individual to join our Information Technology department. This is an highly visible position in the company and we're looking for someone who has a passion for customer service, and has a good desk side manner.

JOB TITLE: IT Help Desk Intern

JOB SUMMARY:

- Log help desk request into tracking system as reported by users.
- Answer telephone, email, and walk up requests for technical support.
- Assist users with Level I Help Desk issues such as password resets and fax, printer and copier problems.
- Setup and configure new PC's
- Troubleshoot and repair PC hardware problems.
- Assist users with software issues.
- Work on other special projects as defined by the Director Information Systems.

ESSENTIAL JOB FUNCTIONS:

- Researching new technologies
- Implementing new technologies
- Managing VOIP phone system
- Active Directory
- IT Asset Management
- Enterprise Management Administration
- Network-Attached Equipment (i.e. Copiers, Fax, Printers)
- Desktop Support
- Documentation / Cross Training
- Other duties as assigned

JOB QUALIFICATIONS:

Excellent customer service and communication skills.

1-2 years of PC hardware experience.

1-2 years working with and installing Windows 10 and macOS.

1-2 years experience with Microsoft Office (Word, Excel, PowerPoint).

Please submit your resume, cover letter, salary expectations and links to samples of your work to jobs@rockfordcorp.com