



# INDIANA STATE FAIR

## INFORMATION TECHNOLOGY INTERN

### Function:

This position will assist in the Information Technology department with both hardware and software. Included in the position will be helpdesk functions for various Fairgrounds departments, interns and Fair staff.

### Tasks:

1. Answer calls (phone and/or email) requesting technology help and troubleshooting/resolving end user problems
2. Track equipment and document technology assets
3. Document, prepare, image, configure, distribute and setup departmental laptops for Fair staff
4. Download and apply software updates as needed
5. Research and write up technology 'how to' documents
6. Assist with network cabling
7. Implement and troubleshoot Ring Central VOIP Phones across State Fair Facilities in preparation for the Fair
8. Install and troubleshoot printers and printer drivers
9. Assist in other duties as assigned by the Director of Technology

### Job Requirements:

1. Basic PC knowledge and troubleshooting skills
2. Knowledge of Microsoft Office programs (Word, Excel, Outlook)
3. Basic Knowledge of Android, IOS, Apple products
4. Good written and oral communication
5. Ability to multi-task
6. Basic network concepts
7. Ability to work independently and to take the initiative to begin the next task
8. Ability to work extended hours and weekends in preparation for and during the Indiana State Fair

### Preferred Knowledge:

1. Knowledge of Microsoft Office 365
2. Knowledge of RingCentral VOIP Services