

Linear 1 Technologies

**Web:** [www.linearit.net](http://www.linearit.net)

**Address:** 5131 Post Rd., Suite 310  
Dublin, Ohio 43017

**Please submit resumes to:** [mpolter@linearit.net](mailto:mpolter@linearit.net)

## **JOB DESCRIPTION**

### **Student Technology Assistant - Summer**

The Intern will take incoming calls and enter tickets to become familiar with our ticketing system. The Intern will sit with a technician and work with them side-by-side to learn how to resolve tickets. The Intern will sit with our hardware repair employee to assist in the repair of desktops and laptops. The intern travel on-site to clients to assist in their managed service agreements.

#### ***Potential duties performed by the Student Technology Assistant:***

- Assist in setting up IT equipment for employee use, performing or ensuring proper installation of PCs, cables, operating systems, and associated software
- Assist in providing technical assistance to computer users, answering questions or resolving computer problems for clients in person, over the phone, or digitally
- Assist in observing system functioning to verify correct operations and detect errors
- Work with others to complete work, hit milestones or targets, and resolve conflicts
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Walk the customer through problem-solving processes
- Assist in oversight of all technology operations (e.g. network security, network devices, etc.) and evaluate them according to established goals.
- Enforce IT policies and systems to support the current and future company environment.
- Work with physical access control security system, create/edit/enable/disable cardholder fob with appropriate access per guidelines.
- Assist in inspecting the use of network and user device equipment and software to ensure functionality and efficiency.
- Shadow Cyber Team Members-Firewalls; Attach Surface Reduction-Malware, Anti-Virus; Identify and Access Management-Single Sign On, Multi-Factor Authentication; Logging, Monitoring, Metrics, and Reporting
- Assist in identifying and solving potential and actual security problems
- Assist in providing technical assistance to computer users, answering questions or resolving computer problems for clients in person, over the phone, or digitally
- Assist in observing system functioning to verify correct operations and detect errors
- Recognize problems by identifying abnormalities; reporting violations
- Record events and problems and their resolution in logs
- Help maintain system security controls
- Assist with computer inventories and documentation
- Assist with computer software updates
- Assist with any other IT situations

***Characteristics important for the successful Student Assistant:***

- Basic knowledge of computer hardware including Windows, Chrome OS devices, Oracle Application Express, Cisco Duo, MFA Rollout, Security Orion, Sentinel One
- Reliable and Dependable
- Able to perform assigned tasks with limited supervision
- Ability to communicate effectively (both written and oral)
- Demonstrates age appropriate professionalism
- Reacts productively to interruptions and changing conditions.
- Effectively uses verbal, non-verbal, writing and listening skills.
- Attention to detail. Completes paperwork accurately. Verifies and correctly enters data.
- Maintains a professional level of customer service with staff, other students and community (if required.)
- Accurate and prompt completion of time sheet

***Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable:***

- Duties will require moderate lifting, carrying and moving equipment, peripherals and supplies up to 50lbs.
- Duties will require bending, crouching, kneeling, reaching, and standing.
- Duties may require using a ladder
- Duties will require prolonged use of a computer keyboard and monitor.
- Duties may require operating power-driven equipment (e.g. screwdrivers, drills, etc.).
- Potential exposure to air-borne particles, chemical irritants, combustible materials, electrical hazards, equipment vibrations, noises, and odors.
- Duties may require wearing protective clothing and using safety equipment.
- Potential for exposure to bloodborne pathogens and communicable diseases.
- Potential for interactions with disruptive and/or unruly individuals.

Job performance is evaluated according to the policy provisions adopted by Morrow County.

**Acknowledgement**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities

to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**I have read and agree that the contents of this job description accurately reflect what is expected of me in this intern position.**

**Intern's Signature Date**

---

**Intern's Printed Name**

---