

# INTERNSHIP



Organization: Lawrence Berkeley National Laboratory

Location: Berkeley

Job Title: Help Desk/Student Intern

Job Description: Provide Tier I support by phone and through the use of remote desktop management software. This includes basic troubleshooting for desktop operating systems and office software products as well as a variety of printing environment  
(Unix and Windows)

## Qualifications/Requirements:

- Basic understanding of Microsoft Office, Antivirus software, Adobe products, electronic mail and calendar applications, and desktop setup and troubleshooting
- Basic understanding of Microsoft file and print services
- Knowledge of Windows XP and Vista Operating Systems
- Knowledge of Mac OS X systems
- Knowledge and interest in open source software
- Enrolled in at least 9 units

Hours: 20 hours per week

Wage: N/A

## Training:

- Provided by organization

Time Period:

Contact: Las Positas Internship Coordinator

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