ETS Internship

LOCATION	SCHEDULE	WORK ARRANGEMENT
Dayton (Miamisburg), Ohio	Monday-Friday, 8:00 a.m.-5:00 p.m.	Office and local client sites
EMPLOYMENT		
Full-time / Temporary (Summer 2027)		

About the Role

We are seeking an intern with a continuous growth mindset and a desire to gain hands on experience. This position is intended to be the start of your IT journey and provide an internship that leads to growth within the company. The internship program has a rotation in all departments within the organization including Desktop, Help Desk, Infrastructure, and Cybersecurity.

WHY THIS ROLE IS DIFFERENT

The ETS Internship is designed to give you exposure to multiple IT disciplines. You will work with technicians across all four of our main technical departments, rather than being siloed to one specific role. This allows you to gain experience in cybersecurity, infrastructure support, helpdesk, and desktop end user support.

What You Will Do

- Work assigned tickets following ETS process and procedures.
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions.
- Install, configure, test, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Work with automated workstation deployment tool to load OS.
- Collaborate with Desktop Support team members to ensure efficient operation of the organization's desktop computing environment.
- Assist technician or engineer with implementation of hardware onsite.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Assist Cybersecurity department with tool implementation, reviewing reports, and responding to cybersecurity alerts.
- Perform other duties as assigned.

What You Bring

- It is desired you have a minimum of a high school diploma.
- Having 3 – 6 months of experience in a related technical role is preferred.
- A growth mindset and curiosity to learn and expand on your schooling.
- This position requires you to complete process and technical training.
    - These requirements involve shadowing team members, client communication expectations, and specific technical skills/knowledge.
    - Technical skills and knowledge involve but are not limited to, active directory, email configuration, OS and software installation/troubleshooting, and basic networking.

Essential Skills and Expectations

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.
- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday between 8:00 AM and 5:00 PM, with occasional after-hours support and project tasks as needed.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.

Career Development

ETS places a strong emphasis on career and personal development, and that is no different with interns. As part of the internship you will have the opportunity to take advantage of the following:

- Insights from Gallup Strengths Assessment and coaching from a certified Gallup Strengths coach
- Certification exams paid for by ETS
- Attend and contribute to our Technical Lunch + Learn series

About ETS

Expedient Technology Solutions, LLC provides Stress Free IT® managed services and seeks to reshape the experience for clients and team members. ETS values continued growth, honest communication, exceptional service, honoring commitments, respect and service to others, and innovation.

Equal Opportunity

ETS makes employment decisions based on business needs, job requirements, and individual qualifications. Applicants will be considered without unlawful discrimination. Reasonable accommodation requests may be addressed through the recruiting process.