Network, Server and Desktop Support Intern Positions

Location: Uptime USA, LLC

497 Carolina Street, San Francisco

Uptime USA is *the* high quality service provider for all Information Technology functions of small to mid-size organizations. We *guarantee* our customer’s access to their servers, networks, Internet, and email systems; eliminating costly employee downtime and allowing our customers to focus on their business. We go beyond the typical IT vendor by providing local service for hardware, internet, phone, software and mobile needs. By aligning our customer’s IT investments with their business objectives, we deliver *enterprise*-level quality and reliability while lowering their IT budget.

We are currently looking for exceptional IT Desktop, Server and Network support Interns for our Portrero Hill, San Francisco office. Responsibilities will include:

* Troubleshoot computer problems to determine sources of issues, and advise/implement appropriate action/solutions.
* Offsite/remote support calls to customers around the Bay Area to deliver scheduled and emergency support for Windows-based and Mac systems.
* Supporting our clients with special attention to developing and maintaining personal, high-quality relationships with our customers.
* Work with automated systems/software to track and support business customers.
* Build workstations, servers and software for business clients.
* Open support tickets for inbound calls, email and monitoring offline servers, power and ISP
* Work on open tickets to resolution and/or develop workarounds until resolution can be achieved
* Research issues using all available resources
* Escalate tickets to next level support as necessary
* Proactively address day-to-day network issues (back-ups, etc.)
* Possess a sense of urgency and take ownership of issues
* Communicate regularly and effectively with clients on open ticket status
* Coordinate and work with vendors
* Train end users on the phone in the proper use of hardware and software
* Create and assist in the maintenance of network documentation
* Maintain records of daily data communication transactions, issues and remedial actions taken or installation activities
* Provide the highest level of client satisfaction possible
* Promote and enhance teamwork
* Other related duties as assigned

You should love technology and have the ability to share your knowledge with both technical and non-technical business users. You should be:

• Friendly yet professional   
• Energetic   
• Excellent oral and written English skills   
• Excellent problem solving skills and analytical ability   
• A team player, that supports and shares technical information to benefit the overall company

You should have some working knowledge of the following Technologies:

* Microsoft Office Suite
* Microsoft desktop and server systems to include Windows, Windows Server, Exchange Servers   
  Backup Technologies
* Remote Access technologies
* Adobe

You will learn on the job about architecting, building, deploying and managing technologies including:

* Windows Server 2000/2003/2008, Active Directory, and Group Policy
* Exchange 2000/2003/2007
* Windows 2000/XP/2003/Vista
* 2000/XP/2003/2007
* Network technology including, but not limited to, TCP/IP, DNS, DHCP, LANs, WANs, NAT and Wireless
* Cisco routing, switching, firewall and VPN access

**Physical Demands and Work Environment:**

* The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* Physical Demands:  While performing duties of this job, an employee is routinely required to sit, stand and walk and occasionally required to kneel, crouch, bend, twist and stoop; frequently required to use hands to handle objects, tools or controls as well to operate a computer keyboard and mouse; periodically required to reach with hands and arms; regularly required to talk, hear and read. An employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Duties may involve travel via automobile and will necessitate being on call approximately 3-4 times per year as well as working outside normal working hours (evenings and weekends).
* Work Environment:  The work environment is usually well-lit and comfortable with a moderate noise level.

Uptime USA, LLC

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