Employer: Tech Dynamix   **Location:** Painesville, Ohio
Position: Help Desk and Network Support Intern
Salary: $12/hr
Availability: M-F, 8-5
Preferred Interest: Computer Support

Company Summary: Tech Dynamix, founded in 2006, is a Managed Service Provider (MSP) based in Northeast Ohio. Our mission is to empower our partners with secure, effective, and efficient IT solutions while providing support rooted in a culture of customer service. We specialize in network administration, support and maintenance, business continuity, cybersecurity, collaboration, and cloud services. Our team brings extensive experience in finance, manufacturing, and other small- to medium-sized businesses, understanding the unique challenges of supporting organizations with 10 to 100 or more users.

Job Expectations: As an IT Technician Intern at Tech Dynamix, you will gain hands-on experience in various aspects of IT support and administration. You will work closely with our experienced IT professionals to develop your technical skills and knowledge. This internship is designed to provide you with practical experience and professional development opportunities in a dynamic and supportive environment.

Responsibilities:

- Assist with hardware and software installation procedures.
- Perform software configuration on stand-alone computers and laptops.
- Provide technical support to users, including troubleshooting and resolving technical issues.
- Assist with network administration tasks, such as installing, configuring, and maintaining network systems and devices.
- Implement cybersecurity measures, including firewalls, antivirus software, and intrusion detection systems.
- Manage databases, including data entry, backup, and recovery.
- Document IT processes and procedures to ensure smooth operations.
- Participate in training and professional development opportunities.
- Shadow experienced IT professionals to gain a deeper understanding of the field.

Desired Skills:

- Basic knowledge of networking concepts, including IP addressing, subnetting, routing, and DNS.
- Experience with desktop support and troubleshooting.
- Familiarity with various operating systems like Windows, Linux, or macOS.
- Awareness of cybersecurity protocols and best practices.
- Understanding of cloud computing platforms like Microsoft Azure or Google Cloud.
- Strong communication skills to explain technical concepts to non-technical users.
- Excellent problem-solving skills to troubleshoot and resolve issues efficiently.
- A+ or Network+ certification is preferred.

Educational Goals:

- Gain practical experience in IT support and network administration.
- Develop a deeper understanding of cybersecurity measures and best practices.
- Enhance troubleshooting and problem-solving skills in real-world scenarios.
- Learn to effectively communicate technical information to non-technical users.
- Build a foundation in cloud computing and database management.
- Obtain hands-on experience with various operating systems and IT infrastructure.
- Prepare for industry certifications such as A+ and Network+.