



## **JOB DESCRIPTION / PERFORMANCE STANDARDS**

### **Reporting Relationships:**

Reports to Network Administrator

Hours: 10 to 16 hours per week, Monday through Friday. Schedule to be determined.

Summary: Jannus, Inc. is seeking an intern who is experienced with Microsoft Operating systems, Microsoft Office products, Microsoft Outlook, McAfee Corporate Antivirus, Anti-Malware software to assist in providing computer and network support services to employees at multiple locations in the Boise area. The intern will work with and assist an experienced Network Administrator and will learn the practical application of the systems and programs mentioned above. The successful candidate must receive academic credit as a result of this internship.

### **Duties and Responsibilities:**

#### **Priorities:**

Work with the Network Administrator administering Windows computers, printers and providing user support

Maintain Jannus workstations; troubleshoot connection issues, email support and printer issues

Maintain workstation antivirus and anti-spam software

Assist in setting and administering basic workstation OS standards

Assist in maintaining Xerox network printing and scanning

Assist Network Administrator with network projects

Assist end users with helpdesk support for basic or critical operational issues (logins, access, email, printing, computer failure)

Some travel to Jannus sites within Boise required

Some lifting duties are required: Printers, Computers, and Monitors etc.

All other duties as assigned

#### **As Time Allows:**

Coordinate hard drive wiping, disposal of outdated equipment

Research nonprofit pricing/grants for software and hardware upgrades

Provide computer/software support to staff

### **Performance Expectations:**

Communicate with staff about workstation issues, changes and improvements

Coordinate responsibilities with Network Administrator as needed

Provide duties efficiently and accurately

Maintain a pleasant and supportive atmosphere with a focus on exceptional customer service

Organize and prioritize responsibilities and tasks

Support and administer company's core values

### **Required skills, knowledge, experience and education:**

Working knowledge or certification in: Microsoft Operating systems, Microsoft Office products, Microsoft Outlook, McAfee Corporate Antivirus, Anti-Malware software. Must receive academic credit for the internship and provide proof of acceptance of this internship with their school prior to beginning work.

### **TO APPLY:**

Submit your cover letter and resume to [info@jannus.org](mailto:info@jannus.org). Or fax to 208.331.0267 or mail or deliver to 1607 W Jefferson St., Boise, ID 83702.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.*

**J a n n u s, Inc. is an Affirmative Action / Equal Employment Opportunity Employer. J a n n u s, I n c. shall abide by the requirements of 41 CFR sections 60-1.4(a)(7), 60-300.5(a) and (d), 60-741.5(a) and (d), and 29 C.F.R. Part 471, Appendix A to Subpart A, if applicable. These regulations prohibit discrimination against qualified individuals including on the basis of race, color, religion, age, gender, pregnancy, national origin, mental or physical disability, genetic information, sexual orientation or gender identity, veteran status or disability, military status, or any status protected by federal, state or local law and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment women, minorities, qualified protected veterans, and individuals with disabilities.**

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