

Desktop Support Intern

Best known for Little Debbie® snack cakes, America's leading snack cake brand, Sunbelt Bakery® granola products, and Drake's Cakes®, McKee Foods Corporation is seeking a **Desktop Support Intern** to join our **Desktop Support Team**. This position will receive guidance from an I/S Systems Analyst as he/she learns the desktop support function from the inside of a leading snack-food manufacturer. **Starting immediately or in Fall, 2016, the ideal candidate will learn with us throughout his/her college career.** This is an exciting opportunity to gain valuable experience with a company that is committed to providing consumers with quality products at an excellent value. McKee Foods is a privately held, family owned company with a 50+ year history of innovation and treating employees with respect, and a deeply held belief in the importance of doing business with integrity.

Schedule

Monday - Friday, 8:00 a.m. - 5:00 p.m. (as school schedule allows)

Job Summary

This is a great opportunity to learn from an experienced team of I/S professionals. The Desktop Support Intern will be an active part of the team that answers and resolves Help Desk calls so it's a great chance to practice your excellent verbal communication skills. You will learn to provide support in the daily management and support of PCs, peripherals, and PC applications while you help automate the support and maintenance of PC infrastructure. We'll be excited to teach you the ins and outs of supporting, installing and maintaining applications and desktop operating systems and while you gain plenty of experience helping customers resolve technical application problems. Make McKee Foods a stable part of your education plan and you will develop the technical, business and customer-service skills needed to become a Desktop Support professional!

- Responsible for hardware support, PC and Laptop installs/repairs and deployments
- Participates in and helps promote corporate standardization for improved support and lower total cost of ownership (TCO)
- Provide onsite (desk-side) and phone support, while utilizing our ticketing system
- Assist with company-wide virtualization deployment efforts
- Track and research problems to identify and solve root causes
- Design and implement solutions to meet client needs
- Log and track appropriate details in help desk tracking system
- Keep customers updated on status of tickets appropriately
- Route tickets to the appropriate I/S support group as needed
- Provide customer support by operating and supporting the Help Desk as needed

Qualifications Required

- *Current enrollment* in a BS or MS degree program in Computer science, Information Systems, or a related field
- Strong working knowledge of Microsoft Office tools and Outlook
- Customer service focused with a high level of professionalism
- Experience supporting computer hardware and peripherals
- Ability to clearly document procedures, problems, solutions, etc.
- Strong problem-solving, trouble-shooting and analytical skills

- High level of initiative, assertiveness and self-direction
- Strong interpersonal and communication skills
- Demonstrated ability to work effectively within a team
- Ability to perform with minimal supervision (as your skills and knowledge increase)
- Strong desire and aptitude to learn quickly and develop new skills

Qualifications Preferred

- Prior technical support or hardware repair/maintenance experience
- Experience supporting MS Windows 2007/ 2010, Windows Server 2008 R2 and MS Office 2007
- Development experience with modern programming languages (C#, ASP.Net, VB.NET or other languages)
- Development experience with scripting languages (VBScript, Powershell or Ruby)

Benefits

- Competitive pay scale
- Flexible hours around school schedule
- 401(k) with matching contributions
- Direct deposit payroll
- Credit Union
- Exercise and recreation facility

*Please note: Spare and limited employees (including interns) are not eligible for some company benefits.

Please upload your current resume to be fully considered for this position.

Please apply online at mckeefoods.com:

<https://mckee.wd1.myworkdayjobs.com/en-US/mckee>