

Service Desk Intern

Fulltime- Internship/Coop

Do you want to make a big impact on a fast-growing IT organization? Do you want to be part of a team that truly supports employee growth and development? Are you passionate growing a career in technology? Then, we want you!

This is an internship/co-op position providing remote Level 1 Technical Support to our customers over the telephone, email, and IM using a suite of tools designed to provide a seamless remote support experience for the end-users.

Life at ProServeIT is fast paced, performance-driven, rewarding, and fun! We value and support our team members' career growth and ongoing professional development. And we recognize their achievements and outstanding results on a regular basis. We work hard and play hard.

"People Matter. Be like gumby. Do it right." These are the three values we follow every day. These truly represent who we are and what we care about.

Excited? Read on and apply! Looking forward to hearing from you.

A typical day includes

- Being the voice of our company to our customers! This means being the one who solves their technical problems or connects them to a more senior resource when required. To do this effectively, you will need to be proficient in building relationships with clients.
- Managing the flow of requests from multiple intake channels: telephone, email, and IM.
- Being responsible for ensuring all tickets are properly documented and tracked for future reference and that our clients are kept up to date. You will need to use your strong written and verbal communication skills!

Qualifications

- You possess good communication and interpersonal skills.
- You are proficient in verbal and written English.
- You are interested in a customer service focused environment.
- You are confident, articulate, and at ease with Canadian business culture.
- You have experience solving problems and using troubleshooting methodologies.
- You possess a basic understanding of networking concepts, systems, and services, EG ISP services, routers, firewalls, switches, TCP/IP.
- You have a real passion for helping people and solving problems.

Work Conditions

- Work normal business hours- 40 hours per week

If interested, send your cover letter and resume to kgbengaawomodu@proserveit.com