# Position Title:  IT Intern

## About the Role

The IT Intern is responsible for assisting with closing IT support tickets, software installations, installing test environments for internal testing and training, adding to our documentation library and managing special projects.

## Position Responsibilities

- Assist staff with closing customer IT support tickets for our clients
- Assist in developing time efficiency processes and tools
- Assist with installing software
- Prepare and/or modify system and process documentation
- Research and implement various sand-box environments for testing, training, and troubleshooting
- Resolve server and software configuration issues in a team environment
- Take inbound support requests from internal and external customers

## Essential Functions

- Exposure to casino related environmental factors including but not limited to secondhand smoke, excessive noise, and stress related to servicing customers in a high pressure and fast paced environment.
- Must be able to move throughout the Casino/Hotel areas
- Must be able to work holidays and weekends, as well as flexible shifts and/or unusual hours
- Must be able to lift/push/pull up to 25 pounds

## What's Required

- Completion of 2 years of degree by time of internship
- Basic knowledge of server hardware (including web servers) and network configurations
- Basic knowledge of Microsoft server operating systems
- Basic knowledge of Windows Active Directory Services
- Ability to effectively communicate in English (Read, Write, Speak & Understand).