

**LAKE OF THE WOODS COUNTY  
POSITION DESCRIPTION**

**DATE:** May 2025

**JOB TITLE:** IT Systems Intern

**DEPARTMENT:** Information Technology

**JOB GRADE:** Depending on experience

**FLSA:** Non-Exempt / Non Union

**REPORTS TO:** Information Technology Director

**SUPERVISES:** N/A

**RESPONSIBILITIES MAY INCLUDE:**

- Assisting with basic hardware and software troubleshooting.
- Providing end-user technical support under supervision.
- Participating in network maintenance and monitoring tasks.
- Learning about and assisting with server administration.
- Helping with the setup and configuration of computer equipment.
- Contributing to IT documentation and knowledge base updates.
- Assisting with data backups and recovery procedures.
- Shadowing senior IT staff on various projects and tasks.
- Performing other duties as assigned to support the IT team.

**MINIMUM QUALIFICATIONS:**

- Basic understanding of computer hardware, software, and networking concepts.
- Strong problem-solving and analytical skills.
- Excellent communication and interpersonal skills.
- Ability to follow instructions and learn quickly.
- A proactive and positive attitude with a strong work ethic.
- Familiarity with Microsoft Windows and basic software applications.

**PREFERRED QUALIFICATIONS:**

- Currently enrolled in or recently graduated from a degree program in Information Technology, Computer Science, or a related field.
- Experience with help desk ticketing systems.
- Basic knowledge of network devices (routers, switches).
- Familiarity with scripting languages (e.g., PowerShell).

**LEARNING OPPORTUNITIES:**

This internship offers the chance to gain practical experience in:

- IT support and troubleshooting.
- Network fundamentals.
- Server administration basics.
- IT security awareness.
- Working within a professional IT team.

**SUPERVISORY RESPONSIBILITIES:**

- Duties and responsibilities of this position are performed under Direct supervision of the IT Administrator.

**ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Other duties as assigned or required.

**WORKING CONDITIONS AND ENVIRONMENT:**

The physical and environmental characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional lifting, requirement of up to 40 pounds. Duties include being able to perform the following movements on an occasional to continuous basis: sitting, walking, bending, turning, twisting, pushing, pulling, kneeling, squatting, crawling, climbing, reaching, grasping, and finger manipulation. Must be capable of maneuvering under and around existing structures and furniture for network cabling and connections.
- The noise level in the work environment is usually moderate. The work is performed in a comfortable work environment. Occasionally the work is performed where there is dust and dirt. (i.e. installing and maintaining computers in user workstation areas such as the County Landfill). Some travel is required. Will require occasional evening, weekend holiday hours.

**SAFETY DUTIES:**

- Cooperates with the County's Safety Program and conducts work habits in a manner that enhances the safety of all employees.
- Responsible for behavior that is consistent with OSHA regulations, County policies, departmental safety rules and office policies. Attends all required safety training sessions.