

**Department of Recreation and Parks Admin
Intern Position Description**

Job Listing Date: May 19, 2021
Deadline to Submit Application: Open until Sufficient Applications Received
Job Position: Admin Intern I part-time position available: 6 Positions

Qualifications: Must have completion of three (3) years of education in a 4-year college or university. Majoring in CIS, CS, or related field.

Hours: 20 hours a week.

Job Description

Positions are vacant in the IT Help Desk Technical Support areas. Position requires driving; therefore, a valid California driver's license is required.

Help Desk Support

Provide help desk support for department employees at multiple locations throughout the City of Los Angeles. Duties include:

- Installation, configuration, and deployment of PC hardware and software to end users. Applicant must be able to physically lift and transport standard PC hardware and printer equipment (50 pounds).
- Respond and provide technical help/guidance to users in resolving IT problems either by phone or in person.
- Perform desktop support functions. Troubleshoot hardware and software issues. Knowledge of networking fundamentals, wireless equipment installation and troubleshooting, and experience with various Microsoft Windows Operating Systems.
- Knowledge and experience dealing with virus and malware cleanup.
- Perform site inspection and equipment inventory as required.
- Work with help desk software application and respond to field IT calls.
- Prepare technical/user manuals.
- Other IT related functions as assigned by supervisor.

Primary Work Location:

Central Service Yard - 3900 Chevy Chase Dr. Los Angeles, CA 90039
Figueroa Plaza - 221 N. Figueroa Street, Los Angeles, CA 90012

Contact:

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