

FOREVER 21

Position: Intern, IT

Department: IT

Reports to:

Direct Reports: No

FLSA Status: Non-exempt

Location: 3880 N. Mission Road Los Angeles, CA 90031

Job Purpose:

The IT intern will be tasked with assisting IT professionals with providing computer hardware and software support to corporate users.

Deliverables:

- Support PC hardware components , desktops operating system software, and application software in accordance with department processes and procedures
- Provide end user support for various levels of technical and non-technical help desk support requests
- Setup PC and Mac laptops and desktops
- Troubleshoot hardware and software issues as well as resolve basic networking issues
- Upgrade existing systems by installing updates/patches on user computers
- Log and track support requests, ensuring that all data is captured and available for analysis
- Update Active Directory information
- Ad hoc tasks as assigned by direct supervisors

Knowledge, Skills, and Qualifications:

- Must be a college student or recent graduate in Computer Science or similar degree.
- Must have basic to advanced skills in one or more of the following: Java, Ruby, Python, Objective C, C#, C/C++, Perl, XML, JSON, UML, JavaScript, Visual Basic, HTML, SQL, PL/SQL, Shell scripts (preferred)
- Must have understanding of TCP/IP, routing, switching, and firewall concepts preferred
- Must have general awareness of PC hardware components, desktop operating system software, and application software (SQL Server)
- Must have ability to troubleshoot and resolve hardware and software problems
- Must have ability to research and understand technical documentation, and an understanding of how to apply various technical resources
- Must be willing to work a flexible schedule to meet the needs of the business

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