

Technical Help Desk Internship



Welcome to ATB Technologies, where innovation meets the opportunity to kick-start your career! We're a leading B2B managed IT service provider in St. Louis, recognized for our commitment to exceptional customer service and cutting-edge solutions. At ATB Technologies, we are passionate about nurturing talent and providing hands-on learning experiences. Join our team as an Internship Support Specialist and immerse yourself in the dynamic world of IT support.

Internship Overview:

As an Internship Support Specialist at ATB Technologies, you will embark on a journey to gain valuable real-world experience while contributing to the resolution of technical issues and customer concerns. This internship is designed for current students eager to learn and apply their knowledge in a professional setting. Your role will involve hands-on troubleshooting, researching new technologies, and actively participating in collaborative projects.

Key Responsibilities:

- Assist in providing technical support for computer systems, software, and hardware for client company employees.
- Work closely with the support team to respond promptly, communicate effectively, and document detailed issues and resolutions.
- Learn to monitor and troubleshoot various systems, including networking equipment, desktops, firewalls, servers, and software.
- Take part in determining and implementing top solutions to customer issues under the guidance of experienced professionals.
- Contribute to follow-ups, ensure issue resolution, and provide status updates. Seek guidance and escalate issues internally when necessary.

Qualifications:

- Enthusiasm for technology and a desire to learn in a fast-paced environment.
- Basic technical proficiency in Windows, Mac, and mobile devices.
- Eagerness to acquire practical knowledge of IT networking and cloud technologies.
- Developing problem-solving skills with the ability to analyze and diagnose issues, seeking guidance from experienced team members.
- Strong communication skills, both written and verbal, with a willingness to learn how to convey technical information to non-technical individuals.

What ATB Technologies brings to the table:

- Competitive compensation package, with full employee benefits package
- A collaborative, flexible, innovative supportive culture – STL Best Places to Work, INC Best Places to Work, MSP 500
- Unlimited Vacation Policy, Matching 401k, 8 Paid Holidays
- Company paid lunch three days per week.
- Employer Paid Employee Health/Dental/Vision Benefits
- Hands-on learning experience in a collaborative and innovative work environment.
- Mentorship and guidance from experienced professionals in the field.
- Exposure to a diverse range of networks and emerging technologies.
- Opportunities for professional development and long-term career growth.

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