



Position Title: IT Intern

Work Status: Internship; Full Time; Hourly

Pay: \$11.00/Hour

Benefits: Class Credit

Location: Shelby, Ohio

Position Summary:

R.S Hanline is seeking an IT Intern who is looking to enhance their skills in Information Technology. This role will focus specifically on IT infrastructure (networking, servers, voice) design, IT operations, maintenance and troubleshooting, software rollouts and troubleshooting, and staff training/assistance.

Areas of Internship:

- Participating in system administration and operational support
- Troubleshooting and/or interacting with IT staff or vendors in testing, operational support and troubleshooting of system hardware and/or software problems
- Utilize monitoring tools and assist in alerting appropriate areas to take action as needed
- Ensure overall operational system availability
- Install, configure and troubleshoot desktop systems, applications, label printers, barcode scanning equipment

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technologies Accessed:

- VMWare Server Virtualization – vSphere 6.7
- Zebra Label Printers
- Motorola Mobile/Handheld Barcode scanning computers
- HP Layer 3 network switches
- Dell Sonicwall Firewalls
- Mitel PBX/VOIP Phone systems
- Video Conferencing Equipment
- VPN setup and troubleshooting
- Microsoft Windows 7/10 & Server 2008/2012/2016
- Active Directory / DNS / Group Policy
- Microsoft Exchange 2013 & Office 365 Hosted Exchange
- Sophos Antivirus
- Dell Appassure Backup Software
- Linux Red Hat Enterprise
- Produce Specific ERP Software



- Logistics Specific ERP Software
- IBM Cognos & Microsoft Power BI Pro Analytics
- Mobile Technology – Android, iOS, MDM
- Motorola Wireless Infrastructure

Qualifications:

- Enrolled in a Bachelor's degree program at an accredited University in the areas of Computer Science, Computer Information Systems, or a related field
- Entering the Junior Year of study (minimum
- Superior analytical, quantitative, leadership, interpersonal, and written/verbal communication skills
- Keen attention to detail and an innovative mindset
- Proven ability to multi-task and meet deadlines in a fast-paced environment
- Demonstrates a sense of urgency to meet business demands
- Able to work autonomously with little to no oversight from time to time
- Provide support for projects and system issues
- Procure new equipment and manage vendor relations on occasion
- Support enterprise-wide voice and video systems

Work Environment:

This job operates in a manufacturing plant environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines, as well as production ERP and labeling equipment on the factory floor. While performing the duties of this job, the employee is regularly required to talk and/or listen. The employee is frequently required to stand; walk; reach with hands and arms. The employee is required to lift up-to 50 lbs.

Expected Hours of Work:

Hours of work are generally Monday through Friday, 8:00 AM – 5:00 PM; Saturday/Sunday 8:00 AM – 12:00 PM. Hours can be altered to fit the schedule of the student.