Community College
Student Intern Position

Berkeley Lab announces a new Student Intern Position in our School to Career Program. Join America’s Oldest National Lab while you pursue your degree. We have the following new position:

Help Desk/Student Intern

NOTE: This is a four month internship from date of hire with possible extension of up to twelve months, based on available funds, at a pay rate to be determined. Candidates must be currently enrolled students at a Bay Region Community College (e.g. Peralta District: Alameda, Laney, Merritt, Berkeley), DVC, Contra Costa, Ohlone, Las Positas, Los Medanos, and City College of SF), and have taken the required coursework to qualify for the Internship/Trainee position. Interns must be enrolled in an occupational work experience program at the college during the period of their internship and enroll in the required number of additional units at the college to participate in the program.

Position Summary: The Help Desk at LBNL provides assistance to 4000 users at Lawrence Berkeley National Laboratory. The Help Desk provides Tier I support by phone and through the use of remote desktop management software. This includes basic troubleshooting for desktop operating systems and office software products as well as a variety of printing environments (Unix and Windows).

Primary Responsibilities and Duties: Learn the Help Desk Ticket System and the Labs Automated Call Distribution (ACD) phone system. Answer phones, return voice mail messages, and create tickets. Assign tickets to responsible group and answer questions as appropriate. Create FAQs for a Web Knowledgebase. Support account management requests (e.g. creating new accounts, disabling and/or terminating old accounts, password resets). Assist with the support of Google Apps (Docs, Sites, Gmail, Gcal), and other collaboration tools. Assist with the testing of new products.


Strong written and interpersonal communication skills. Demonstrated ability to convey technical information through well-written and concise documentation and phone conversations. Excellent customer service skills.

Application Deadline: open continuously

For immediate consideration, email your resume and a cover letter referencing this job to your college contact. Your resume should include the names of local college faculty members who will serve as your primary references for your candidacy for the position.

Student Interns must take a minimum of 9 credit hours in school and can work up to 20 hours a week during school (full time during vacations).

Please visit our website at: www.lbl.gov for more information about the Berkeley Lab and our employment opportunities. Berkeley Lab is an AA/EEO employer committed to a diverse workforce.