Community College Student Intern Position

Berkeley Lab and the Bay Region Community College Group announces a new Student Intern Position. Join America’s Oldest National Lab while you pursue your degree. We have the following new position:

Mac/PC Support Group/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 the 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: Provide hardware and software support to workstation users at Lawrence Berkeley National Laboratory. This includes basic troubleshooting for a variety of desktop operating systems and office software products, imaging and deployment of new systems, and special projects.

Primary Responsibilities and Duties: Assess and resolve user problems involving multiple platforms and architectures. Provide support for Macintosh and PC hardware, networking, printing, and interface issues. Provide solutions to questions concerning usage of standard desktop software, including system, utility, security, web browsing, email, electronic scheduling, graphics, antivirus and office productivity software. Image new computers and deliver to the customer. Support users of standard desktop application software in creating documents, spreadsheets, graphics, web interfaces, and technical databases. Provide hardware and software break/fix support.

Skills and Requirements: Knowledge of Windows Active Directory concepts. Knowledge of computer hardware including network interface cards, memory, disk drives, and peripheral equipment (typically required for A+ certification). Experience with standard desktop operating systems including Win XP, Vista, Windows 7 or MAC O/S. Knowledge of Networking protocols. Strong written and interpersonal communication skills. Demonstrated ability to convey technical information through well-written and concise documentation and phone conversations.

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.