

**HEART OF FLORIDA UNITED WAY**  
**INTERN POSITION DESCRIPTION**

**TITLE:** Lan PC Specialist  
**REPORTS TO:** IT Director  
**DEPARTMENT:** IT

**POSITION OBJECTIVE:**

To learn PC troubleshooting techniques, work with staff, work with different software and hardware, and learn the pace of an IT position.

**PRIMARY JOB RESPONSIBILITIES/DUTIES:**

1. Troubleshoot computer problems
2. Determine source of computer problem and take appropriate action
3. Assist in the setup of new users
4. Setup PC for new users
5. Ensure that the tape backup is working and change tapes
6. Document all actions
7. Provide computer orientation for new company staff
8. Participate in a few IT summer projects

**PHYSICAL DEMANDS:**

Physical demands include sitting and/or standing for extended periods of time; bending, regularly moving between buildings and floors, regular use of the telephone, copier, fax and computer. Reliable transportation required. Job involves frequent and routinely intense public contact as well as protracted concentration.

**EDUCATION AND EXPERIENCE:**

- Requires strong organizational, follow-up, analytical, and problem solving skills.
- Requires excellent verbal and written communication skills and good interpersonal skills demonstrated through consistent working relationships with fellow employees, phone interchange, and demonstrated dependability.
- Requires ability to edit, proofread, complete and assemble reports, and the ability to operate standard office equipment; i.e. copiers, fax, telephone, computer and calculator.
- Requires knowledge of computer applications (including Microsoft Excel, Word, and Outlook) and use of internet.

If you have any questions or would like further information, please contact  
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