

**JOB DESCRIPTION**  
**FOR**  
**NDACO RESOURCES GROUP**

**FUNCTIONAL TITLE:** Field Technician Intern      **REPORTS TO:** Service Manager  
**ORGANIZATIONAL UNIT:** Service Dept.      **FLSA STATUS:** Part Time Nonexempt  
**INCUMBENT:** Vacant      **DATE:** 1/17/17  
**APPROVED BY:** President      **REVISED:** 10/21/2019

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**PRIMARY FUNCTION:** The Intern works directly with our clients and other technicians and engineers. This position is accountable for responding to calls for service assigned by the Service Coordinator. Calls for service are in response to client user's hardware and/or software issues. The Intern assists other technicians and engineers in managing workload requirements. He/she performs functions associated with ordering parts/supplies, completion of service tickets, time and expense entry, and other technical related duties.

**ESSENTIAL FUNCTIONS (Fundamental Job Duties and Responsibilities):**

- E1. Accountable for responding to service tickets assigned by the Service Coordinator either through remote access or onsite visits as required.
- E2. With some initial supervision, independently diagnosis IT problems and issues and services and repairs systems, as necessary.
- E3. Participates in available training and mentoring to learn basic service level functionality and then applies added skill set to job requirements.
- E4. Learns and applies basic customer service skills and telephone etiquette to enhance client relations and the ability to problem solve.
- E5. Consults with other technical staff as necessary to address complex issues or problems.
- E 6. Periodically travels to remote locations throughout the state to provide onsite technical service and or assistance to other technicians and occasionally must perform weekend or after-hours work.
- E7. Consistently participates in training and educational programs designed to keep certifications up to date on new technology requirements.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an**

**exhaustive list of all skills, effort, responsibilities, and working conditions required of people assigned to this job classification.**

**Education and/or Related Experience:**

High School diploma or equivalent and one-year experience or current post-secondary coursework in computer science or related field.

**Required Skills:**

Ability to understand computer terminology and develop an aptitude to diagnose and address technology issues for NRG clients.

Ability to progressively complete job assignments in a timely manner.

Gradually attain a customer satisfaction survey rating of 4 or above.

Must have a North Dakota Driver's license in good standing.

**Complexity:**

Must be able to respond to a multitude of software and hardware questions and issues from existing clients.

Must have a good understanding of related computer terminology.

**Mental Demands:**

Ability to multi-task and work on several service tickets at one time.

Must be a good listener and receptive to mentoring or training as provided by other technicians.

Must be reliable and prompt and communicate academic schedule to the Service Manager as appropriate.

Ability to be courteous and open with customers and vendors and establish a professional image.

**Physical Demands:**

On a regular basis, the incumbent is required to: sit at a desk to write, read, and converse in person or on the phone; respond verbally to inquiries from internal and external contacts. On a regular basis the fundamental job duty requires operating a PC, telephone and related IT equipment.

Overall, the fundamental job duties require physical exertion most characterized by: Sedentary work or lifting 40 pounds frequently and carrying materials and documents. The incumbent may be required to travel by car and must be able to walk, stand and work in confined places.

**Supervision of Others:**

None

**Supervision Received:**

Service Manager

**Environment:**

Infrequent overnight travel is possible and exposure to the natural elements of heat, cold, rain and snow.