

EBS is a growing company that offers career opportunities in a dynamic industry, encourages professional growth, and values associate contributions. Choosing an employer can be one of the most important decisions you make in life. Be Long-Term Smart. Choose EBS.

We are currently offering a **First Level Technical Support Internship program**

You will learn how to:

- Provide various levels of support for desktop and remote users-by phone, email, and desk side in a Tier 1 support role
- Monitor help desk ticketing system platform; assess, initialize, track, escalate, and resolve technical issues as needed
- Assist staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems
- Maintain user accounts in a Windows Server 2008/2012 Active Directory environment
- Maintain email resources/user accounts in Microsoft Exchange Server 2010/2013 environment
- Maintain IT asset management and procurement to include hardware/software licenses
- Perform installation, troubleshooting and maintenance of network printers
- Work with vendor support contacts to resolve technical problems with desktop computing equipment and software
- Configure, troubleshoot and maintain software/accounts for remote/satellite staff; provide remote assistance using remote desktop connection platforms

What we look for and will NOT compromise on:

- Strong work ethic, intellectual curiosity, talent, enthusiasm and willing to build a career in the field of IT;
- Degree in progress in Information Technology, Computer Science or similar discipline
- Analytical and critical thinking
- Administrative skills, creating and closing Service Desk incidents in a timely manner including updating worklog with pertinent information and commitments to customers.
- Detail-oriented, ability to translate detailed technical information into a simple and easily-digestible summary, ability to grasp complex concepts
- Familiar with current desktop technology including personal computers, laptops, peripherals (i.e. mouse, keyboard, speakers), smart phones (iOS, Android, Windows), printers and print services, industry standards and trends

What we will value but NOT insist on:

- MS Office 2010/2013, Windows 7, Server 2008/2012 support knowledge/experience

- Prior customer service experience

Timing:

- Up to 6 months paid internship program
- Students are anticipated to work at least 15-20 hours per week during the academic year and full-time in the summer (if applicable)

EBS is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by the personnel so classified.

If this opportunity is the challenge you are looking for, please send CV, Cover Letter and a recent photo to work@ebs.bg . Confidentiality guaranteed.