Service Desk Support Internship

Company: Mystery Ranch Ltd.
Location: 1750 Evergreen Dr. Bozeman, MT 59718
Phone: 406.585.1428

Department: IT
Reports to: IT Project Manager
Term of Internship: Summer Full Time
Type: Hourly, (no medical or benefit compensation)

The ideal candidate is a self-motivated, self-starter who values learning, has basic technical aptitude and a strong work ethic. Candidates should have a mix of technical and customer service skills, and be passionate about technology and helping people. This summer internship is 40 hours per week with potential weekend support needed during implementations.

Key Responsibilities:

- Creates user accounts and configure hardware as part of employee on-boarding process
- Triages issues and provides ‘Tier 1’ help desk support to a variety of business users
- Provides ‘how to’ training and best practices to business users
- Follows up on outstanding requests and ensures timely resolution and escalation when necessary
- Creates support documentation for common issues and software installations
- Supports installations of computer hardware, applicable software, audio and video in conference rooms
- Assists Senior IT Engineer with documentation and testing
- Other duties may be added and/or assigned as needed by IT Project Manager or Senior IT Engineer

Preferred Qualifications:

- Pursuing a Bachelor’s degree in Computer Engineering, Computer Science or related field
- Ability to communicate technical information, both verbal and written, to a wide range of end-users
- Experience with MS Office integrations, OS upgrades, Google configuration (email, calendar)
- Windows 7-10, Mac OS X, Google Collaboration Apps
- Mac and PC hardware, Printers, scanners, computer peripherals, Mobile devices (iOS, Android)
- Client PC connectivity - Ethernet, TCP/IP and VPN
- Linux server knowledge is a plus
- Ability to work variable hours (occasional weekend support may be required)
- Experience with Help Desk Software, Issue Management and security software is a plus

About Mystery Ranch:
Mystery Ranch is built on a heritage of function, comfort, quality and durability. Since 2000, Mystery Ranch has been manufacturing packs and load carriage systems for military, hunting, wildland fire and mountaineering customers, with a focus on use-specific designs and hand-built quality. Based in Bozeman, Montana, Mystery Ranch is a global brand with worldwide production and distribution.

If you are interested in applying, please send your cover letter and resume to hr@mysteryranch.com or mail it to us at the address listed above.