*Job ID:* 17727  
*Job Title:* IT Assistant/Intern  

**Organization Name:** Xtreme Power Solutions  
**Linked Contact:** Marian Justiss  

*Number of Job Openings:* 1  

*Work Schedule:* FLEXIBLE  
*Hours per Week:* 20-40  
*Salary Structure:* 1 - Hourly  
*Wage/Salary:* $15.00  

*Employment Start Date:* SOON  
*Employment End Date:* ONGOING  

*Job Description:* User support and customer service on company supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action.

**Main Tasks and Responsibilities**
- respond to requests for technical assistance in person, via phone, electronically
- diagnose and resolve technical hardware and software issues
- research questions using available information resources
- advise user on appropriate action
- follow standard help desk procedures
- log all help desk interactions
- redirect problems to appropriate resource
- identify and escalate situations requiring urgent attention
- track and route problems and requests and document resolutions
- prepare activity reports
- stay current with system information, changes and updates

*Qualifications:* Education and Experience
- working knowledge of fundamental operations of relevant software, hardware and other equipment
- knowledge of relevant call tracking applications
- knowledge and experience of customer service practices
- related experience and training

**Key Competencies**
- oral and written communication skills
- learning skills
- customer service orientation
- problem analysis
- problem-solving
- adaptability
- planning and organizing
- attention to detail
- stress tolerance

Will not accept resumes that are not US Citizen or Permanent
**Application Instructions**: Submit resume through jobs4cats

If we find the right candidate before the end posting date, we will hire him/her.

**Online Application Address**: mjustiss@xtremepowersolutions.com (Marian Justiss)

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**Posting Information**

- **Job Location**: Kyle, TX
- **Job Category**: Computers/Information Technology
- **Position Type**: Internship
  - Part-Time Off Campus
- **Applicant Type**: Intern
  - Part-Time
- **Minimum Overall GPA**: 3.2500
- **Work Authorization**: Permanent Resident
  - U.S. Citizen
- **Classification**: Grad Student 1st Year
  - Grad Student 2nd Year
  - Grad Student 3rd Year
  - Junior (60 - 89 hours)
  - Senior (90+ hours)
  - Sophomore (30 - 59 hours)
- **Degrees**: Bachelors
  - Masters
  - MSAIT - Master of Science in Accounting and Information Technology
- **Majors (click on Add/Remove for list of majors)**:
  - Computer Information Systems
  - Computer Science
  - Engineering - Electrical
- **Post Date**: 5/27/2010
- **Expiration Date**: 6/11/2010