

X-Chem Pharmaceuticals IT Support Intern

We are seeking motivated individuals who are interested in an internship in the IT department at our privately held biotech company. The IT Support intern will work closely with IT staff on ongoing IT support services, operations, projects and initiatives to improve X-Chem's IT experience. The IT Support intern will also learn to provide daily IT support for standard activities and operations. In this role, you will work with peers to provide user support and assist with day-to-day technical support to employees for internal PC's, system software and hardware. Must be capable of working according to defined processes and procedures.

Responsibilities will include:

- Provide direct employee support via walk-up, email, and phone
- Imaging and configuration of laptops and desktops
- Identifying, researching, and resolving technical issues
- Inventory management
- Handling tickets and escalating when necessary
- An important aspect of the job is to work with the goal of continually improving and streamlining current practices

What we are looking for:

- Proven ability to effectively interact with end-users in identifying and resolving technical issues
- Ability to multi-task while maintaining an appropriate level of professionalism and composure
- Proactive and resourceful in troubleshooting issues
- Knowledge in maintenance and troubleshooting of desktop hardware and software (Windows 7 and 10), Microsoft Office, Active Directory, and Exchange account administration a plus.
- Currently enrolled in a Computer Science or IT related program (preferred)

EEO Statement

X-Chem is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.

Job Code – **JBP01** (Use Job Code in subject line of all communications)

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Position Location Waltham, MA

