

Stealth Co. IT Support Analyst Intern

EXEC SUMMARY

“Stealth Co.” is a fast-moving, cloud-based software startup with a bright future. Founded by a proven entrepreneur who has grown two prior companies to \$100M+ revenue and successful IPOs, the company is ramping up toward a product launch in 12-18 months. Their core technology has been under development for nearly two years and has crossed the “proof of concept” threshold. We are building a disruptive, cloud-based web and mobile solution for a very large, highly visible industry serving many of the world’s best-known brands.

The Job

The IT Support Analyst Intern will assist new employee onboarding and be a support resource for our non-product issues. As a curious technology professional, the IT Support Analyst Intern will have knowledge of our laptops, G Suite applications, network systems, and even building access. As we continue to scale, you will help support systems that allow us to onboard more employees more efficiently as well as remove the day-to-day grievances that come with a modern office- No PC Load Letter errors at Stealth Co.

Responsibilities

- Provide user support for all IT systems, applications and services. Support may include answering questions, troubleshooting problems, teaching or instructing users regarding software or hardware functionality, and communicating policy
- Ensure new employee IT needs (laptop, Gmail Account, Building access) are met
- Troubleshoot, configure, and install user computer devices and software
- Work on IT related projects as assigned
- Maintain strict confidentiality of all data, passwords, and other systems information

Requirements

- Pursuing Bachelor’s degree in IT or related field
- Demonstrated problem-solving experience in a fast-paced, technically challenging environment
- Strong distaste for the phrase “I don’t know”; you might not know everything, but you can figure it out
- Ability to craft solutions that are proactive and address longer term potential issues
- Ability to quickly learn new concepts and apply solutions effectively
- Customer-service orientation
- Must be eager to grow, quick to learn from mistakes and adapt, and excited to build Stealth Co. into the next big industry disrupter