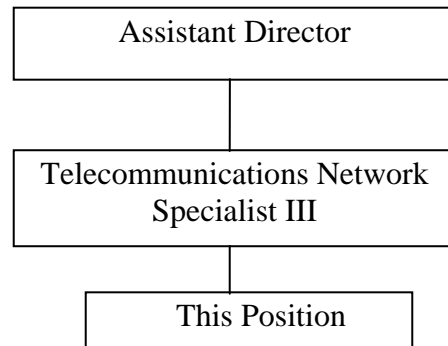


**Information Technology
Computer Learning Centers
Information Systems and Applied Technologies (ISAT)
Internship/LAN Team Member
Job Description**

Internship/LAN Team Member

This position will act as a LAN Team Member (unpaid internship position) in the Computer Learning Centers (CLC) for one semester. This position will work 225 hours for one semester and will be on call on a 24-hour basis supporting hardware and software for the CLCs. This position will report to a full time LAN Administrator (Telecommunications Network Specialist III). This position is assigned duties, responsibilities and projects. This position may or may not have scheduled hours. This position is directly involved in carrying out the CLC LAN Team's mission that is to support, maintain, repair and optimize the CLC networks for the department of Information Technology (IT) at Southern Illinois University Carbondale (SIUC).

Organizational Relationship



Duties and Responsibilities

- Assist LAN Administrator in supporting the four CLC networks that house hardware and software for over 500 computer workstations. This may include job rotation at all the CLCs.
- Ensure that all policies and procedures regarding LAN administration of SIUC IT and the CLCs are followed.
- Communicate all problems to the LAN Administrator.
- Complete CLC Internship program evaluation.

Technical Support

- Provide support for Lab Managers, graduate assistant/shift supervisors and student workers of the CLCs. This position is on call for emergencies.
- Provide technical hardware and software assistance/support to student & faculty customers.
- Performs general repairs to computer hardware.
- Communicate technical problems to full time LAN Administrator and/or Lab Manager.

Other Responsibilities

- Utilizes problem tracking system.
- Attends weekly staff meetings (at the discretion of LAN Administrator)
- Fill-in shift supervisor or lab technician as needed
- Other duties and responsibilities as assigned

Preferred Qualifications

Knowledge of the following:

- Computer languages (C, VB, Perl, PHP)
- Programming
- Mac OS
- Networking experience