

ICAT Logistics, Inc.
Job Description



Job Title: Helpdesk/IT Intern

Department: IT

Reports to: Adam Vogg

General Purpose of job:

This position fills the need for someone to be the first responder for Help Desk Tickets and run day to day system maintenance tasks. The ultimate goal would be for the person to become a full-time employee with the potential of becoming the systems administrator.

Essential Duties and Responsibilities:

- Level 1 Helpdesk Response – First level resolution
- Local PC Support – PC and Server Maintenance
- Other emergent duties and projects that may be requested in support of ICAT's fast paced environment

Minimum Job Requirements:

- Area of Study in Information Systems Management
- On-Site, Daytime Position
- Windows PC Experience
- MS Office Proficiency
- Learning Structured Programming and SQL as Part of Coursework

Personal Characteristics:

- Strong work ethic with a persistence in pursuit of objectives
- Understands and responds to situations that require a sense of urgency
- Consistent in follow-up and follow-through
- Credible with a high level of personal integrity
- Loyal and dedicated to the success of colleagues and team members
- Optimistic outlook toward all activities, able to transmit this optimism to others
- Will naturally adopt ICAT's core values and seamlessly assimilate into ICAT's culture

Company Overview:

ICAT Logistics' goal is to be the workplace of choice for the best and brightest. The attraction of top talent and hiring of A players is our corporate focus. Our mission of helping all we touch grow begins with our ICAT teammates. We recruit, hire and train based on experience and strengths and often modify a position for the best fit.

Our teammates truly understand our mission and are empowered to find the right solutions for our clients, resulting in the WOW feeling they have come to expect from ICAT. Entrepreneurialism, self-determination, and love of learning are just a few of the characteristics that describe our people. Family atmosphere, personal growth and mutual support are attributes we strive for.

From the first office in Baltimore opened in 1993, ICAT has expanded to 18 offices in the US and to over 100 global affiliate partners. ICAT has won awards and industry accreditations both regionally and nationally. Both financially strong and forward thinking, ICAT is poised for unprecedented growth. **Do you have what it takes to join the ICAT team?**

Supervisory Responsibilities: N/A