

**INTERNSHIP DESCRIPTION—TECHNICAL CUSTOMER SUPPORT SPECIALIST - LOMBARD**

**\$17/HOUR**

**MAXIMUM HOURS/WEEK- 29**

**MAXIMUM LENGTH- 8 WEEKS**

workNet DuPage is looking for a WIOA Young Adult program participant for an internship as Technical Customer Support Specialist for Aqueity in Lombard. Aqueity is an established IT managed services provider serving small and medium sized companies across the Chicagoland area and the U.S. Aqueity prides itself on having the ability and expertise to provide exceptional technical support and quickly evaluate IT environments recommending services and solutions that align with today's businesses. Aqueity is trusted by major organizations across the country!

This could be a great fit for you if any of the following are true:

- You are organized and are good at paying attention to detail.
- You want to work indoors in an office environment.
- You are good at working with computers and computer hardware/software.
- You are interested in a career in IT, cybersecurity, or technical customer support.
- You're looking for an opportunity to gain experience at one of Chicagoland's top IT companies.

At completion of this internship, you will be able to add valuable workplace skills to your resume such as client communication, technical support, working knowledge of ConnectWise ticketing system, the ability to work with teams and multitask, increased understanding of computer operations, etc.

As with all internships, the experience, opportunity, and exposure to other professionals you gain in this position could lead your career and future down a variety of different paths, including roles in IT Tech Support, Technical Troubleshooting, Cybersecurity, Network Engineering and more!

**Description**

You will report to the IT Technical Services Manager and will perform the following jobs:

- Provide initial response to all inbound help desk phone calls and emails.
- Enter customer call details into ticketing system.
- Manage customer expectations.
- Learn customer service skills – creating support cases and updating points of contact.
- Route the ticketing workflow to the appropriate team members.
- Ability to multi-task and quickly pivot between jobs in a fast-paced environment.
- Facilitate the fundamental operations of the call center and ticketing system.

**What you need to do the job**

- Willing to learn - training will be provided.
- Dependable and knows how to work— good attendance, be on time.
- Attention to detail- careful worker.
- Comfortable with computers and technology.
- Customer service experience/skills.
- Strong problem-solving ability.
- Excellent written/verbal communication skills.
- Able to sit for extended periods of time.

Aqueity  
400 E. 22<sup>nd</sup> St. Ste. 300  
Lombard, IL 60187

<https://aqueity.com/>

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Interns may perform other related duties as negotiated to meet the ongoing needs of the organization.