

# Technical Assistant Internship

## IN THIS ROLE:

Assist with installation, maintenance, and problem-solving services of end-user computer hardware and software, audio-visual equipment, phone system, and related equipment.

## QUALIFICATIONS

### Education

- High School Diploma, general education degree or on track to complete is required.
- Currently enrolled part-time in a college program is preferred.

### Special Skills and Training

- Must possess and maintain a valid Michigan driver's license.
- Ability to travel to and work at Michigan school districts as needed.
- Ability to commit up to 25 hours of work per week onsite or at local constituent districts.
- Maintain a current skillset and ability to use those skills in a self-directed way.
- Demonstrated verbal and written communication skills required and the ability to effectively use those skills in training and the provision of effective customer service.
- Demonstrated skill working with diverse populations.
- Experience in support of voice over internet protocol phone systems.
- Desired Microsoft SCCM or other imaging software experience desired.
- Google Workspace and Office 365 support experience desired.
- Proficiency in using the Microsoft Windows desktop operating system and Windows-based software.

## COMPENSATION:

\$18.54 per hour, up to 25 hours per week, and [Membership in the Michigan Public Schools Employee Retirement System](#).

## APPLICATION PROCESS AND TIMELINE:

Internal and external applicants must complete and submit an online application at:

<https://www.applitrack.com/resa/onlineapp/JobPostings/view.asp?FromAdmin=true&AppliTrackJobId=28224> (Job ID #28224) in order to be considered. This posting is open until filled.

The duration of this internship is six (6) months.

## SPECIFIC DUTIES AND RESPONSIBILITIES OF THIS ROLE:

- Assist with desktop, AV, and voice-over-internet protocol phone equipment and provide technical support.
- Assist with the support of end-user desktop and laptop systems and mobile devices with peripherals, including device operating systems, application software, and imaging.
- Monitor the help desk system and respond to requests in a timely manner.
- Assist with installation, maintenance, and support of all desktop software associated with LAN/AV equipment.



33500 Van Born Rd.  
Wayne, MI 48184



(734) 334-1560 Fax  
(734) 334-1562 HR Hotline



[www.resa.net](http://www.resa.net)

Board of Education: James S. Beri • Mary E. Blackmon • Danielle Funderburg • Lynda S. Jackson • James Petrie

**Daveda J. Colbert, Ph.D., Superintendent**

*Wayne RESA is an equal opportunity employer.*

- Assist with maintenance of classroom environments, including setting up computers and audio-visual equipment in meeting rooms for presentations.
- Assist with Moves, Adds, and Changes to Hosted voice over internet protocol phone system.
- Assist with support for email and office products.
- Assist with Wayne RESA's computer Inventory systems and procedures.
- Maintain an orderly work area for repairing equipment.
- Regular and predictable attendance.
- Perform other duties as assigned.

[Click here for the job description](#)

## TITLE IX NOTICE OF NON-DISCRIMINATION BASED ON SEX IN EDUCATION PROGRAMS AND ACTIVITIES

Wayne RESA does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX and its regulations, including in admission and employment.

Inquiries about Title IX may be referred to Wayne RESA's Title IX Coordinator, the U.S. Department of Education's Office for Civil Rights, or both.

Wayne RESA's Title IX Coordinator is Rena Corum, Human Resource Manager, 33500 Van Born Road, Wayne MI 48184. Email: [corumr@resa.net](mailto:corumr@resa.net) or Phone: 734-334-1374.

Wayne RESA's nondiscrimination policy and grievance procedures can be located at <https://www.resa.net/administrative-support/title-ix>

To report information about conduct that may constitute sex discrimination or make a complaint of sex discrimination under Title IX, please refer to <https://www.resa.net/administrative-support/title-ix>.

### Enhancing Education in our Diverse County

Wayne RESA is a regional educational service agency that provides a broad range of services and support to Wayne County's 33 school districts and 97 public school academies aimed at improving student achievement and maximizing economies of scale in staff development, purchasing, and administrative services.

#### OUR MISSION

Wayne RESA is committed to leadership through service and collaboration for excellence in teaching and learning for all.

#### OUR VISION

Leading ... Learning for All.

#### OUR BELIEFS

We believe Leadership is the foundation of our organization

We believe Service is the core of our work

We believe Collaboration is essential to our success

We believe in the pursuit of Excellence

[Read more about who we are and what we do](#)

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