

Workforce Development Program

Tech Networks partners with local educational institutions such as the Shriver Job Corps and Mass Bay Community college to provide short, unpaid internships that provide students with real world experience inside a busy managed IT service environment. Successful applicants gain experience in managed technology services, with TNB providing orientation, training, supervision, and mentorship. Students accompany TNB field technicians as they provide services to a range of TNB's client organizations that have contracted for managed services. Under the direction and guidance of TNB's technical staff, students participate in IT-related support, advice, troubleshooting, and maintenance activities.

Students acquire the following skills:

- Personalized support and service for applications, desktops, laptops, printers, and other devices such as tablets, smartphones, etc.
- Diagnosing and troubleshooting problems, advising on appropriate actions, and resolving issues.
- Handling service requests for technical assistance in person onsite for the client organization, via phone, and via email.
- Following and maintaining TNB client services team procedures as well as the client organization's procedures as assigned.
- Routing issues to appropriate resources when necessary. This includes escalating work to the IT Services Manager and other resources at TNB.
- Understanding the various components of full-featured ticketing systems, including how to document work in real-time.

Deskside Support Technicians

Students who successfully complete the internship program are eligible to apply for Deskside Support Technician (DST) positions at TNB. TNB provides orientation, training, supervision, and mentorship to successful applicants.

The Deskside Support Technician (DST) who is responsible for turning problems into great customer experiences. This role requires basic networking skills with knowledge of active directory. TNB will provide a supportive environment to help the DSTs succeed in this early stage of their careers, including relevant certifications and classroom-style sessions. The DST will be trained and mentored by our Professional Development Coordinator, who works with them to build and broaden their IT skills.

The DST works full time at one or more of our client's sites, supporting its end-users. He or she integrates into the client's business culture and uses our best practices to provide unparalleled customer service and technical support. The DST also collaborates with the customer, the IT services manager, Tech Networks' Service Desk, and others who support the client.

Apply by sending your resume and cover letter to **jobs@techboston.com**!

