



**Position Title:** IT Help Desk Support Internship/Co-operative Education Student

**Location:** Westfield Gas and Electric  
Operations Center  
40 Turnpike Industrial Road  
Westfield, MA 01085

**Summary:**

The Westfield Gas and Electric is interested in hiring a student under the Cooperative Education Program or as an internship through an area college. Candidate must be a student at an area college.

This hire will be assigned to work in the IT area supporting the needs of the entire Department. The work environment is conducive to learning and this position offers unlimited opportunity for putting into practice and witnessing the practical application of course studies. The length of employment will be determined by the success of the candidate. Evaluations will be conducted on an as needed basis. The successful candidate is eligible for employment for as long as he/she is enrolled at the college.

**Duties and Responsibilities:**

- Responsible for answering phone/email troubleshooting inquiries, commenting and replying to job tickets to the IT Help Desk.
- Identify and organize tickets according to priority.
- Distribute first/second tier and higher tickets to support technicians.
- Field troubleshooting that may include in-home technical visits.
- Sets and loads computer equipment with required items and prepares computer equipment for operations.
- Stock status and provision telecom equipment.
- Troubleshoot minor equipment malfunctions and corrects them as directed by computer operation manual or supervisor.
- Performs tasks necessary to prepare computer provided information for delivery to requesting clients.
- Maintains log of all work performed and processed.
- Office work or other tasks as assigned.

**Required knowledge and skills:**

- Strong aptitude in OS repairs, spy ware and virus removal, hardware, upgrades and troubleshooting.
- Knowledge of computer logic in order to perform tasks listed above under duties and responsibilities.
- Knowledge of methodology to run computer systems and to troubleshoot minor computer equipment malfunctions.
- Interpersonal skills necessary to train others in computer systems.
- Ability to react to change productively and handle other essential tasks as assigned.
- Ability to communicate problems with supervisors as they become known.
- Ability to meet deadlines
- Ability to maintain confidentiality.
- Ability to provide customer with outstanding customer care and service at all times.
- Current and verifiable Massachusetts Driver's license.

**Work Schedule**

- The Monday-Saturday work schedule will be arranged with immediate supervisors and will accommodate class scheduling.
- The student will be requested to work at least 20 hours per week during in session periods.
- During school breaks and between sessions, the student will be required to work at least 30 but no more than 40 hours per week.
- This position will pay \$15.88 per hour.

Please submit resume and any supporting documentation to the following:

Westfield Gas and Electric  
100 Elm Street  
P.O. Box 990  
Westfield, MA 01085  
Attn: Human Resources

Or email to [humanresources@wgeld.org](mailto:humanresources@wgeld.org)