POSITION TITLE: IGT Global Support Center Intern

POSITION LOCATION: Reno, NV

POSITION DESCRIPTION:
IGT is expanding the Global Support Center (GSC) team located on the UNR campus. IGT is looking for someone who is flexible due to the 24/7/365 environment. The successful candidate will be the point of contact, working directly with global IGT staff by providing remote technical phone support while also staying accountable for the day support of IGT Information Technology Systems. First year goals for the successful candidate include, but are not limited to:

- Evaluating customer issues and determining appropriate corrective actions
- Coordinating steps required for corrective action with other support groups within Information Technology department and escalating as needed to resolve the issue
- Executing a very high degree of tact and courtesy when interfacing with all
- Resolving systems and hardware failures within the scope of provided training
- Supporting password and data integrity and file system security for the desktop environment
- Maintaining service database with a high degree of accuracy
- Having the ability to communicate and write clearly to convey complex ideas and instructions to the IGT user community
- Meeting virtually with end users and supervisor on a daily/hourly schedule to solve user problems
- Other duties as assigned

REQUIRED QUALIFICATIONS:
- High school diploma
- Must be a currently registered student at UNR and have a GPA of 3.0 or higher
- Zero to three years of experience in technical IS and help desk support
- Must have basic knowledge of/skills in Microsoft operating systems and applications
- Remote location analytical and problem solving skills
- Excellent communication skills and phone and customer service etiquette in resolving user’s problems
- Must have experience in troubleshooting PC operating systems
- Must be able to work overtime as needed
- Must be available to work occasional graveyard or swing shifts, including on weekends and holidays

PREFERRED QUALIFICATIONS:
- Work towards BA/BS degree in Business, Computer Science, Engineering, or any other related area of study or equivalent professional experience
- A+ certification
- Fluency in Spanish or Mandarin
HOW TO APPLY:
Interested applicants should send in their resume and cover letter to Mary Kate McCloskey at MaryKate.McCloskey@igt.com.