



### Learning Objectives – Desktop/Computer Support Intern

Technical/Academic Skills and Content	Related Job Tasks	Evidence or Outcomes
Hardware and software installation	Install and perform minor repairs to hardware, software or peripheral equipment, following design or installation specifications	Service logs of all activities, case updates and asset records for all serviced devices
Customer Service	Formulate service support efforts based on customer needs Respond to customer questions and technical problems	Customers feel they've had their questions answered and problems solved
Microsoft operating systems	Desktop troubleshooting of Windows 7/XP environments and Microsoft Office Suite	Successful installation and troubleshooting of Microsoft Office Suite products and operating systems

Employability/ Interpersonal Skills	Related Job Tasks	Evidence or Outcomes
Collaboration	Help team members complete tasks as needed  Complete tasks as they've been assigned or agreed upon by the group	Communicate and collaborate with all levels of staff  Accomplished assigned task and passed questions or work to other staff where appropriate
Problem Solving	Gather and organize relevant information about a problem from multiple sources Generate potential solutions to a problem, seeking and leveraging diverse perspectives	IT and software problems are resolved quickly and successfully
Verbal communication	Organize information that serves the purpose of the message, context, and audience Seek input to gauge others' understanding of the message	Maintain courteous rapport and friendly customer relations  Clearly communicate potential solutions to customers

Adapted from material created by the NYC Labor Market Information Service, CUNY Graduate Center.