



## **Cass Technical High School Internship Opportunity**

**Company:** Little Caesars

**Department:** Corporate IT Help Desk

**Number of Positions:** 1

**Location:** Detroit, MI

**Start Date:** June 26, 2017

**End Date:** August 30, 2017

**Hours Required:** 20-30/week

### **Responsibilities include, but are not limited to the following:**

- Become familiar with the LCE Help Desk's policies and procedures.
- Log all corporate IT issues and resolutions, while working closely with IT management on problem resolution.
- Analyze, trouble-shoot and resolve referred ticket entries related to equipment, hardware, software, peripherals, etc. for low to moderately complex issues.
- Diagnose and resolve technical hardware and software issues with the assistance of IT management.
- Work with team members to provide clients with step-by-step instructions on use of equipment, passwords, sign-on or other administrator activities.
- Attend intern functions/meetings; special events, webinars, weekly status report.

### **Eligibility/Requirements:**

- Enrolled full-time at Cass Technical High School
- Entering Junior or Senior Year
- Must be at least 16 years of age
- Earned a minimum cumulative grade point average (GPA) of 3.0
- Eligible to work in the United States
- Available to work a minimum of 20 hours; maximum of 40 hour within a work week
- Must be working toward a diploma in computer technology
- Must be familiar with Microsoft Office suite (Word, Excel)

### **How To Apply:**

All interested students will be required to submit an email to [ctinternship@ilitchholdings.com](mailto:ctinternship@ilitchholdings.com) with the following information attached:

- Completed Application
- Resume
- Essay (1,500 words or less) answering: What are your career interests or goals and how do you think the Ilitch Companies Internship Program fits into your future plans?
- You can apply for up to (3) positions; indicate priority/level of interest for each