

IT SYSTEM ANALYST - Intern

About CleanSlate

Founded in 2000, CleanSlate Technology Group is an Indianapolis-based IT consultancy uniquely equipped to build new cloud-native applications and modernize complex legacy applications. CleanSlate specializes in full-service modernization around Application Development, DevOps and Cloud Architecture. Our team is full of passionate and highly skilled cloud technologists that are empowered to solve complex problems every day, collaborating on great technical solutions that impact our customers' success.

We are looking for **IT System Analyst Intern** for the Summer of 2022. As part of the CleanSlate team you will work closely with the Director of IT Operations to support all technical needs and associated processes for CleanSlate Technology Group. Flexibility and sense of urgency are keys to thriving in this environment. The individual in this role must be highly motivated, enjoy performing multi-faceted tasks and demonstrate professional curiosity. The successful candidate will have a continuous improvement mindset, possess the desire/aptitude to rapidly learn new skills and exemplify the highest degree of trust and integrity.

Position Overview

- Troubleshoot and diagnose different technical issues.
- Assess and understand user needs and issues recommending technical fixes to end users.
- Contribute and manage the complete physical life cycle of end user hardware.
- Develop and document processes and procedures for end users to encourage system and application adoption.
- Maintain responsibility for adhering to all company policies and processes.
- Demonstrate a commitment to servicing customers – CSTG employees and contractors while complying with our policies and guidelines.
- Define, establish, and implement product development processes and tools that are necessary for responsible function
- Contribute to the design and implementation of end point technology solutions
- Operational responsibility for endpoint management using BigFix, MS InTune and Jamf to report, secure, update and automate the delivery of application or base image
- Contribute to the strategy and design of endpoint image
- Creating and maintaining software deployment packages
- Day to Day oversight of application and system health

Skillsets

- Knowledge and experience in Windows and Mac OS
- Managing and implementing technology solutions

- Practices and techniques for managing the activities related to planning
 - Principles
 - Processes
 - Theories
- Building Software install packages – MSI installers
- Powershell Scripting
- General networking knowledge
- General knowledge or understanding around Domains – Active Directory
- Knowledge of AWS
- Knowledge of Azure

Technologies

- Microsoft Active Directory
- Microsoft InTune and Defender
- JAMF
- HCL BigFix
- Windows 10/11
- MAC – BigSur & Monterey
- OneLogin
- Merki Network Appliances