



TECHNOLOGY SUPPORT INTERNSHIP: TSI



WHAT IS TSI?



- TSI is a program designed to provide interns hands on experience in the field of technology repair/maintenance, as well as customer service.
- Credentials Earned
 - HP Self Maintainer
 - Microsoft Office Specialist (MOS)
 - Microsoft Technology Associate (MTA)
 - CompTIA – IT Fundamentals



INTERNS DAILY ROUTINE



- HP Computer Repair
 - Screen replacement, WI-FI, hard drives, batteries, base enclosure, etc.
- Projector Bulb Servicing
- Classroom technology set up
 - (monitors, keyboards, docs, projectors, etc.)
- Hardware/Software trouble shooting
 - Running Diagnostics, re-imaging
- Phone Servicing



CUSTOMER SERVICE SKILLS



- User friendly language to solve problems
- Customer attempts at troubleshooting rather than describing what is happening.
- Focusing when handling a ticket in front of a larger audience vs 1:1.
- Handling basic solutions while being sensitive to the customer
- Use of body language: stressed vs relaxed, how that translates to interactions with customers

WHAT GHS STAFF CAN EXPECT?



- Where will you see interns?
 - At the Help Desk (library)
 - Servicing tickets around the building
- Interns dress code while on shift.
 - Grey Lanyards with TSI ID's
 - Blue TSI Polo



THANK YOU FOR YOUR SUPPORT!



- We encourage you to visit our program during the school day to see our interns in action!
- If you would like to stop by and see our new program, please do not hesitate to reach out to us and set up a date/time (ehatczel@geneva304.org , komalley@geneva304.org).

