**Brock is an Industrial Maintenance corporation** that does specialty sub-contracting work in most of the refining industries across the U.S., Canada, and some international.  Our Corporate Headquarters is located in Houston as well as some corporate functions here in Beaumont.  The company has continued to grow; however, here in I.T. we haven’t grown as much needed to efficiently support the amount of Helpdesk calls that come In.  
  
We are looking to build out a Level I Helpdesk crew here in Beaumont consisting of 3 slots that we would like to keep filled, if possible, from 7 a.m. – 5 p.m. utilizing Lamar CIS students who would be interested in doing an Internship.  This would give students the ability to get some “On-The-Job” experience in an up-to-date I.T. environment, allowing them to expand their resume for the future. There could possibly be the opportunity in the future that some of the Interns could become employees of our I.T. group, should they be successful in this position and desire to stay.  
  
Our environment consists of:  
·         2500 Nodes on the Network  
·         175 + Windows 2008 R2/Windows 2012 servers – a Mix of Physical and Virtual  
·         2 Tier 1 Data Centers located in Houston (primary) and Austin  
·         Around 80 Locations across the U.S.  
·         Standardized on HP Equipment (Servers, Switches, Laptops, Desktops)  
·         95% of the computers are Windows 7 – 100% will be by January  
·         Helpdesk System is ServiceNow – Leading HD System with large corporations  
·         SAP Implementation in progress  
  
The positions would be responsible for Triaging Helpdesk Calls that are entered by our employees and either fixing the Level I issues that we have trained them to fix or escalating to the Level II and III team members. Communication skills is a must in these positions because they will be the “Front-Line” person communicating with our users.  
  
These Interns will get the opportunity to:  
·         Get On-The-Job experience  
·         Learn an Enterprise Helpdesk System  
·         Excel in troubleshooting skills  
·         Understand the functions of a specialized I.T. Group  
·         And More…  
  
I understand that school schedules will need to be worked around; therefore, split schedules wouldn’t be an issue as long as we have people who could fill the seats during the hours specified above. You mentioned that interns couldn’t work more than 20 hours a week. We could do 7 – 12 and 12 – 5 shifts or something similar. We will treat this as a real job and would want to interview those who are interested. This will allow us to put the right people in these positions as well as give the students some experience going through an interview process for I.T. jobs.  
  
To apply, please contact Mr. Jay Stauffer, Information Technology Manager of The Brock Group at  
[jstauffer@brockgroup.com](mailto:jstauffer@brockgroup.com) or 409-951-4272