

Employee Name:

Job Title: Customer Engineer, Intern

Job Duties:

Accept customer support calls from MSI ANF, and DIDS customers. The person in this position should be able to gather all of the relevant information for trouble shooting problems and issues. The person should be able to perform routine maintenance of MSI applications. This person should be able to navigate around in Windows, Fax Software, Networking, and other supporting aspects of the environment.

Provide basic support for Innovasion and OS/2. This includes troubleshooting network connectivity issues, configuration in ASI\100, table changes in ASI\4, and familiarity with Innovasion manuals. The purpose is to be able to understand how MSI's DIDS and ANF support the Innovasion environment.

Assure operation of an ANF server in the Savannah office that will be accessible via the web from anywhere in the world. Monitor functioning of node and its use.

Serve as an assistant MSI Information Security Officer.

Testing of new versions and hot fixes before they go out.

Assist with installations and support at business shows.

Specific plans and performance criteria for new hire:

- 1) Learn OS/2 and Innovasion.
- 2) Learn how to install and support for ANF.
- 3) Assist with development of simple enhancements.
- 4) Assist with the development and testing of the Windows based replacement for the OS/2 based Innovasion .

In short by the end of the first month, it is expected that the customer engineer intern will have enough understanding to be starting to be an effective first level customer support person. He will also be an effective QA tester.

By the end of the second month, it is expected that he will be able to solve most problems on his own without needing assistance from Carroll Mayhugh or Walter Silverman.

By the end of the third month, he will have a strong understanding of DIDS, ANF and their environment and be an even more effective support person. By this point, if all is going well, it is expected that MSI will offer a permanent full time position to the intern.

(If the intern starts as part time, then the time will count as a half. For instance, if the intern works 20 hours a week, then two months will count as a month.)

At the end of six months, it is anticipated that the new hire will be an established valuable asset and member of the MSI ANF team. By that point, it is hoped that we may be able to offer full time employment to the individual.

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