

Information Technology - PC/LAN Support

Norfolk Southern has co-operative education opportunities for individuals with a desire for excellence. Norfolk Southern is a Fortune 500 company, a Fortune 100 transportation company, and was named as one of the 50 most admired corporations in America by FORTUNE MAGAZINE. Norfolk Southern is a Virginia based holding company that employs approximately 35,000 people. Primarily in the railroad freight business, Norfolk Southern Corporation controls Norfolk Southern Railway, and Pocahontas Land Development Corporation. The railroad system lines extend through 22 states primarily in the Southeast, Midwest, and the Province of Ontario, Canada.

Vision: Be the safest, most customer-focused and successful transportation company in the world.

Level	Month	Annual
Freshman	\$2,375	\$28,500
Sophomore	\$2,667	\$32,000
Junior	\$2,875	\$34,500
Senior	\$3,125	\$37,500
Graduate Student	\$3,500	\$42,000

Location: Norfolk Southern Corporation Norfolk Southern Corporation
3 Commercial Place 1200 Peachtree St. NE
Norfolk, VA 23510 Atlanta, GA 30309

Work Period: Rotating semesters only

Hours: Monday through Friday; generally 8:00 AM to 5:00 PM

Majors Preferred: Computer Engineering, Computer Science, Business Information Technology or Management Information Systems candidates with at least a 2.8/4.0 GPA overall; 3.0/4.0 in major. No relocation, travel or living expenses are provided. Salary for this full-time position depends on class level at the time of employment.

Reports to: Manager, PC/LAN Support

Responsibilities: Students will be responsible for troubleshooting computers and related peripherals running Windows XP and Windows 7 along with Microsoft Office applications. This involves the imaging, installation and setup of workstation and laptop computers including the Operating System and all desktop applications and printers. Configuration of PCs will also include installation/setup of networking, mainframe emulation software, web browsers, and email clients. Students will work to assist customers in resolution of PC related problems. This includes, but is not limited to; problems with PC based applications, Operating System problems, hardware problems, and general troubleshooting of a customer's PC not functioning properly. Students will also assist customers in configuration/setup of mobile devices including tablets and Smartphones.

Skills: Must be experienced in the use of Windows based computers. Knowledge of MS Office is preferred. Students must be able to interact with both supervision and union-oriented craft employees. Should be willing to study reference materials to resolve problems and make suggestions for improvements.

Interested students must be registered with their school's Co-Operative Education Program.

Students should ask their Co-op coordinator about possible on-campus interview schedules. To apply for this position:

- ◆ Access www.nscorp.com/careers
- ◆ Select **"First-Time Applicants – Click Here to Register"** to set up the profile and apply
- ◆ Candidates will be notified by HR to take part one of an NS assessment (online) after they complete an application.
- ◆ If the online assessment results are favorable, candidate will be notified by HR (via email) and invited to the on-site interview.

Norfolk Southern is an Equal Employment Opportunity employer.