



The Sherwin-Williams Company Operations Help Desk Support Co-op Opportunity

Awarded “Best Internship Program” By (i)Cleveland – 2004 & 2005

Are you a student seeking a career in the Information Technology field and looking to experience a career where there is a variety and opportunity for growth? Are you interested in a position that offers various networking opportunities with full-time staff and other co-ops/interns for professional development?

Are you looking to add to your resume a reputable company recognized by **Fortune** as a 2008 “**100 Best Companies to Work For**”?

The Sherwin-Williams Company currently has an opening for an Operations Help Desk Support Co-op in their Corporate I.T. Department, located in downtown Cleveland.

Position Responsibilities may include, but may not be limited to:

- Provide application-processing support for all Divisions within the Sherwin Williams Company.
- Monitor MVS batch processing requirements and resolve batch-processing problems.
- Provide basis hardware and software troubleshooting in a team environment including hands-on and over-the phone support.
- Monitor physical plant activity within the data center.
- Provide excellent customer service.
- Maintain detailed call logs when working with customers.
- Establish and maintain effective communications to ensure clients problems are being resolved.
- Quickly learn and understand new software.

Position Requirements:

- Windows 2000/XP, Office 2000.
- Ability to work varying shifts as needed.
- Excellent written and verbal communication skills.
- The ability to multi-task and handle diverse, complex problems.

Educational Experience:

- Current full-time college student with an interest in potentially working on an on-going basis until graduation (a minimum 6 month commitment needed).
- Ability to work a minimum of 20 hours per week (max 35), with a flexible schedule based around the candidate’s school schedule.
- Ability to work varying shifts (days or nights), and weekends as needed.
- Graduation date 12/09 or later.
- Minimum GPA: 2.8.