



Job Requisition

Software QA & Support Intern

COMPANY OVERVIEW

At Torch Designs, we're not just colleagues — we're a tight-knit family with a passion for using technology and creativity to make a difference. Our mission is to **ignite business growth through technology and design**, empowering small businesses to compete and thrive.

Software development is a core focus, enabling clients to improve efficiency, streamline processes, and scale with confidence. Alongside this, our **marketing and design services** help businesses strengthen their brand and connect with customers in meaningful ways.

Rooted in a small, fun, and family-oriented culture, we are dedicated to delivering **high-quality, high-value solutions** with exceptional customer service that sets us apart.

JOB SUMMARY

Torch Designs is seeking a motivated and detail-oriented **Software QA & Support Intern** to join our team for the 2025–2026 school year. This internship is ideal for a candidate with a foundation in software development and programming concepts who is eager to apply their skills in a real-world business environment.

The intern will play a key role in **end-user computer support, minor website updates** (WordPress, PHP, .NET Core, and website editor tools), and **quality assurance (QA) testing** of web-based applications. Additional responsibilities include troubleshooting IT issues, assisting with system development tasks, and documenting solutions for the internal knowledge base.

This is a hands-on position where you'll gain exposure to **software development, IT support, and digital marketing technologies**, all while helping Torch Designs fulfill its mission to **ignite business growth through technology and design**.

WHY JOIN TORCH DESIGNS

- **Family-Oriented Culture:** Experience the warmth of a family-like atmosphere, fostering collaboration, support, and unity.

- **Local Business Advocates:** Be a catalyst for local business growth, making a tangible impact on the American economy.
- **Empowerment Through Impact:** Your contributions will elevate brands and drive real results, enhancing their success stories.
- **Innovative Drive:** Innovation is in our DNA, enabling you to explore cutting-edge strategies in the realm of digital marketing.
- **Cross-Disciplinary Synergy:** Collaborate with professionals across video production, graphic design, website design, sales, and management.

RESPONSIBILITIES

- Provide computer and end-user support, including troubleshooting hardware and software issues, setting up workstations, assisting with network connectivity, and installing or updating applications.
- Make minor website updates using **WordPress, PHP, and website editor tools** (content updates, formatting, and small code adjustments).
- Perform quality assurance (QA) testing for web-based applications, including functional, regression, and user experience testing; document and report software defects clearly to the development team.
- Assist the software architect and systems analyst with research and system development tasks as assigned.
- Document support issues, solutions, and procedures to contribute to the internal knowledge base.
- Assist staff with day-to-day IT support needs, including email, file access, and printing.
- Provide front-office support when needed, including answering phones, greeting guests, and assisting with basic office tasks.
- Help maintain a clean and organized office by performing light cleaning tasks as required.

GENERAL REQUIREMENTS

- Basic knowledge of quality assurance methodologies and testing techniques (e.g., functional, regression, and user experience testing).
- Strong problem-solving skills and attention to detail.
- Ability to document and communicate issues clearly and concisely.
- Positive attitude and willingness to perform general office tasks, such as answering phones, greeting guests, and light cleaning.
- Strong organizational skills with the ability to manage multiple tasks effectively.
- Excellent written and verbal communication skills.
- Reliable transportation for infrequent visits to client sites and our data center.

PREFERRED / NICE TO HAVE:

- Familiarity with **WordPress**, **PHP**, and website editor tools.
- Exposure to **.NET Core** and **C#** development.
- Understanding of **Linux environments**.
- Knowledge of networking concepts including the **TCP/IP model** and **HTTP/HTTPS** protocols.
- Experience with **Git** or other version control systems.
- Ability to provide basic **printer support** and **email support** (Microsoft 365 preferred).
- Experience using **Microsoft 365** applications, including **Outlook and email management**.

PHYSICAL REQUIREMENTS

- Must be able to sit for extended periods of time while working on a computer.
- Must be able to use standard office equipment (computer, phone, tablet, etc.).
- Must be able to see and hear well enough to interact with team members, follow instructions, and perform troubleshooting tasks.
- Must be able to walk, stand, bend, and move around the office or server areas as needed.
- Must be able to lift, carry, and position computer equipment (such as desktops, monitors, or servers) weighing up to 50 lbs.
- Must be able to safely handle and install equipment in racks or workstations, which may require occasional reaching or working in confined spaces.

LOCATION AND DURATION

This position requires the candidate to work **in person** at our office located in Lakeland, Florida, during normal business hours (**Monday through Friday, 6:00 AM – 5:00 PM**). A **flexible but fixed schedule of at least 20 hours per week** is required within this window. We can accommodate school schedules, but a consistent 20-hour weekly commitment is expected. Telecommuting and relocation assistance are not available.

This internship is expected to last through the **2025–2026 school year**, with the potential for extension depending on performance and business needs.

HOW TO APPLY

If you're ready to gain hands-on experience as a **Software QA & Support Intern**, we'd love to hear from you. Please send your resume and a brief cover letter highlighting your skills, experience, and goals for this internship to careers@torchdesigns.com.