



Title: Information Technology Internship

Supervisor: to be determined

Purpose: To assist the IT team to perform basic level work relating to IT research and evaluation and other basic work as assigned.

Requirements and Qualifications:

- Experience with Microsoft office (excel, word, etc.)
- Driver's license & personal vehicle
- People/conversational skills
- Ability to perform repetitive tasks and post production tasks
- Intermediate to advanced planning and organizational skills
- Follow verbal and written plans and technical instructions with minimal supervision and guidance.
- Employ a customer service approach and present information about technical issues clearly, both verbally and in writing.

Key Skills

- Working on degree in Information Technology, Computer Science or related field
- Good communications, listening and technical skills
- Excellent problem solving and critical thinking skills

Personal Skills

- Demonstrates values of collaboration, accountability, authenticity, trust and learning
- Commitment to the consistent production of high quality, detailed work
- Organizes, plans, and schedules in an efficient, productive manner
- Manages stress in a fast-paced, changing organization
- Collaborates with people of different races, backgrounds, experiences, educational levels

- Elicits confidence and builds rapport
- Enthusiastic, dependable, self-motivated, and self-aware

Hours and duration of internship: As assigned by University requirements

Brief position summary: The Information Technology Intern will act in an 'assistant' role to the Project Engineer/Information Security Manager for tasks as assigned.

Responsibilities:

- Projects as assigned on various IT related projects.
- Assist with software management processes for the Park's computers
- Data collection + reporting of the Park's eco-counters
- Extracting data from different software systems for reporting to different park departments
- Assist with installation of new hardware and software and help train employees on its use.
- Assist with management and troubleshooting of company endpoint hardware such as desktop systems, laptops, peripherals, tablets, POS devices, cash registers and telephones
- Assist with management, troubleshooting, documentation and user training of company used software such as TAM, Mind Your Service, Magic Info, Square and JAMF
- Assist with implementing security upgrades and patches to company endpoint devices
- Assist with technical suggestions for upgrades and changes within the IT department
- Relate, enforce and practice safe computing practices
- Other duties may be assigned