

# IT Internship



Department – Administration  
Division – Information Technology  
Location – City Hall / Justice Center

## PURPOSE

To gain an understanding of information technology in municipal government. To observe and assist in the daily operations of the Information Technology division.

## MAJOR DUTIES

- I. Observation / Participation 25% of Time
  - A. Observes each position within the IT Division
  - B. Assists with basic day-to-day activities as assigned.
  
- II. Special Projects 50% of Time
  - A. Image new computers for annual PC refresh strategy.
  - B. Assist with data cleanup in IT management systems.
  - C. Assist with server room consolidation / rack and stack.
  - D. Assist with conversion to Office 365 / SharePoint.
  
- III. Miscellaneous Activities 25% of Time
  - A. Assist with service desk tickets as assigned.
  - B. Assist with inventory management.
  - C. Answer service desk calls.

## KNOWLEDGE REQUIRED BY THE POSITION

- Applicant must have completed 60-100 hours of college coursework with an emphasis in computer science or IT-related field.
- Experience and proficiency with computer software Microsoft Office, Office 365.
- Thorough understanding of Windows 10 / 7 OS. Experience with IP networking, switches, cabling.
- Excellent verbal and written communication skills.
- Ability to lift 50 lbs. and adhere to safety guidelines.

## GUIDELINES

Guidelines are outlined in the volunteer services manual, which is maintained by the Volunteer Services Division and reinforced by division supervisors/staff.

## MINIMUM QUALIFICATIONS

Minimum Age: 18  
Length of Commitment: TBD with Supervisor  
Days/Hours Needed: TBD with Supervisor  
# of Interns Requested: 1  
Background Checks:  Basic     Advanced     Complete

## SUPERVISOR

IT Director – Paul Huff

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date