Intern Title: Technology Services Intern     Status: Non-Exempt

Job Summary
Technology Services seek intern to work under the general direction of Technology Services staff in the Infrastructure Services. Candidate must be currently enrolled at an accredited college or university, pursuing a Bachelors Degree in Computer Science, Computer Information Systems, or a related technical field.

Duties and Responsibilities
Educational knowledge and internship experience in at least two of the following aspects of Information Technology Including:
- Infrastructure Hardware or Software Environments;
- Storage Administration
- System Administration
- Security Administration
- Database Administration
- Application Administration
- Backup and Restore Administration
- Network Administration
- Scheduling
- Monitoring
- Event Management

Educational knowledge and internship experience in at least one of the following aspects of Information Technology Work Processes:
- IT Infrastructure Design/Development/Configuration Experience
- IT Infrastructure Operations
- IT Infrastructure Development, Configuration and Implementation Methodologies
- IT Work Process Design Concepts/Models

Business Skills/Knowledge or internship experience in:
- Educational knowledge of at least one major Core (Business) and one major Functional Work Process
- IT Infrastructure Work Processes and Methodology

Professional Skills and Competencies:
- Logical Thinking
- Analytical/Problem Solving
- Ability to Connect with Multiple Personality Types
- Ability to Produce Deliverables with Reasonable Support in Collaboration with Other IT and Business/Functional Resources.

Technical Skills:
- Basic OS commands knowledge, RedHat or Windows server experience is preferred
- Basic “vi” editor and shell scripting knowledge
- Solid knowledge and experience with Microsoft Office suite products
- Experience in critical thinking or technical troubleshooting
- Ability to document processes and procedures

Essential Skills Required
- Ability and willingness to earn certification in ITIL and in one Operations Technology or area. Additional certifications in other key infrastructure technologies used for IT Infrastructure Operations are also desirable, given assignment of infrastructure focus area.
- Ability to work in conditions in which there are extended works schedules, multiple, conflicting and changing priorities, and specific time constraints.

Reporting Relationships
- Director of Risk Management and Executive Reporting
- Associate Vice President for Technology Services and CIO