

ROLE SPECIFICATION/JOB DESCRIPTION

TITLE: PC Support Intern / Volunteer

DATE: June , 2010 (open until filled)

REPORTS TO: IS Manager (gsoto@unitedindians.org)

SUMMARY:

The PC Support Intern will provide support to the Information Systems function at UIATF by providing computer technical support to UIATF employees. The PC Support Intern will also suggest new or enhancements to current practices, policies, procedures or other actions that result in enhanced workflow, reduced costs, increased productivity, increased employee satisfaction, as well as continual compliance with company requirements. The PC Support Intern will also provide backup support to the IS Manager in conjunction and will be expected to perform other related duties as may be directed or needed by the IS Manager.

This individual will work under the direction of the IS Manager. The PC Support Intern will receive training and mentoring from the IS Manager as well as have interaction with other UIATF Management and other employees in order to gain a better knowledge of the foundation and the interrelationship between Information Systems and the overall company goals and requirements. The PC Support Intern will be assigned the primary role for specific projects by the IS manager and will be expected to successfully complete each project.

The PC Support Intern will have access to highly confidential information, and will be expected to strictly maintain that confidentiality. In addition any knowledge gained of a company proprietary nature must not be divulged in order to prevent potential damage to UIATF. The Intern will also be expected to adhere to all policies, requirements, as are UIATF employees. Where project work may need to be disseminated for a school requirement, all information will be reviewed with the IS Manager first, and, if needed, altered in a way to meet the requirements above.

STATUS: This individual is not an employee of UIATF but a Intern on agreement between said Intern and UIATF.

DUTIES/RESPONSIBILITIES:

Will be assigned the primary role for specific project responsibilities and will be expected to successfully complete each project. Examples of this may include but not necessarily be limited to:

- Maintaining Security Patches for individual computers
- Auditing individual computers to check for proper system components
- Making system update recommendations based on individual needs
- Computer Training
- Database design/management
- Network Administration
- Web design/Intranet management
- Special projects as yet to be determined
- Basic help desk support
- Google apps support & installation

Will provide support to the Information Systems function as is needed to provide a learning opportunity regarding the day to day IS operations. These daily activities may include but not necessarily be limited to:

- Troubleshooting Windows NT 2000/XP and effectively communicating solutions
- Providing Help Desk Support by appropriately assisting employees with questions or concerns, and/or referring them to IS Manager or correct resources
- Hardware/Software installation
- Basic computer maintenance

REQUIREMENTS:

Skills: Must have excellent customer service skills and the ability to explain solutions to individuals with a working knowledge of computer systems. Should have the ability to work effectively and contribute positively as a team member within a fast paced environment. Should be innovative and creative and be able to apply knowledge gained in school or other experience to provide benefit to UIATF. Must be highly organized and be able to appropriately handle confidential information. Must have good communication skills, and be knowledgeable in basic & advanced computer maintenance including Microsoft Office Suite, Windows XP, Google Apps, Microsoft Server 2000/2003, Active Directory, Firewalls & other network utility applications. Knowledge of Dell computers & laptops is a plus.

Experience: Past work experience in Information Systems or a related field is preferred. College coursework at either the graduate or undergraduate level ideal.