



Information Technology Intern

Department: Information Technology
Classification: Part-Time / Non-Exempt
Reports To: IT Manager
Date: March 2020

Position Description

Objective

The IT Intern is responsible for first level support of helpdesk requests. This position will also assist the IT Manager in assigned projects and support of City of Walker's server and network infrastructure.

Essential Job Functions

An employee in this position is required to perform the following essential functions with or without reasonable accommodation.

1. Provide help desk support for all employees.
2. PC troubleshooting, hardware and software.
3. Software installation.
4. Computer setup, including hardware and software.
5. Assist with Server and Network maintenance and troubleshooting.
6. Update and maintain documentation and standard operating procedures.
7. Other duties as assigned

What significant project(s) might take place during this internship?

1. Network Switch Upgrade
2. Server OS upgrade
3. Office 365 SharePoint/Teams Migration
4. Security Projects

Minimum Qualifications and Required Knowledge, Skills and Abilities

1. Currently enrolled in a college or university pursuing an Associate's or Bachelor's degree in an Information Technology related degree or recently graduated.
2. Excellent oral communication skills, ability to perform a wide variety of tasks during busy, sometimes stressful times.
3. 0-2 years of experience in Information Technology
4. Solid understanding of Windows 10
5. Basic understanding of Server 2012 - 2019, including Active Directory, DNS, DHCP, File and Print Services
6. Basic understanding of Networking Concepts
7. Any Cisco VoIP experience is a plus
8. Manual dexterity to work effectively for extended periods. Lifts and carries supplies

equipment etc. weighing up to 30 pounds to waist-high-level.

Physical Demands and Work Environment

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

An employee in this position spends a portion of their time in an office setting with a controlled climate where they sit and work on a computer for extended periods of time; communicate by telephone, e-mail or in person, and move around the office or travel to other locations to attend meetings and site visits.

Additionally, this position spends a portion of their time traveling between facilities conducting inspections, repairs, and installations which typically involves moderate physical activity and exertion. An employee must have the strength, stamina and physical coordination required to complete physical inspections, repairs, and installations. This work occasionally involves crawling, stooping, climbing or otherwise accessing all areas of the site, and the employee is required to have the vision capabilities needed to complete visual inspections.

Requires a valid State of Michigan driver’s license, satisfactory driving record and the ability to maintain one throughout employment.

Approvals

The above is intended to describe the general content of and requirements for other performance of the job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description has been approved by all levels of management.

City Manager

Date

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee

Date