

2016 NYC SUMMER INTERNSHIP PROGRAM

AGENCY NAME

NYC DEPARTMENT OF TRANSPORTATION

DIVISION

DOT-006-ITT-Public Service Content Review, Development & Redesign

ADDRESS1 55 Water Street, 8th Floor

ADDRESS2 New York, NY, 10041

CONTACT NAME Sue Grecke

E-MAIL sgrecke@dot.nyc.gov

PHONE

FAX

AGENCY DESCRIPTION (Max characters 3000)

DOT's mission is to provide for safe, efficient and environmentally responsible movement of people and goods in the City of New York and to maintain and enhance the transportation infrastructure crucial to the economic vitality and quality of life of our primary customers, City residents.

Our Department serves all residents of New York City as well as commuters, tourists and other visitors that use our City's streets, sidewalks, waterways and public plazas. We also serve the trucking industry and other businesses that rely on our transportation infrastructure for their business needs. We serve users across different modes and needs including: pedestrians, cyclists, motorists, truck drivers, the elderly, the disabled and the very young.

UNIT DESCRIPTION (Max characters 1000)

IT & Telecom endeavors to Prioritize, Perform, and Provide outstanding customer service to our clients and customers. We currently manage over 60 projects, support over 30 production applications, maintain DOT's hosting and network infrastructure linking over 70 sites, administer the agency public services and information in the 311 system, oversee the Open Data initiative, and provide technical IT support in all hardware and applications. We constantly improve our performance and maintain open communication with our clients.

POSITION TITLE (Max characters 100)

College Aide

INTERNSHIP RESPONSIBILITIES (Max characters 1500)

(1) Public service content analysis in all 311 channels and on NYC.gov (2) Communication and coordination with the agency personnel, 311 & other agency personnel, (3) Content & Business process analysis, (4) Content Development, (5) Participation in project meetings.

Description of Project: The NYCDOT IT&Telecom Public Data Office seeks a young professional to analyze the NYC DOT public service information available in the 311 systems: the 311 Call Center's Customer Relations Management (CRM) system, 311 Online and 311 APP, and to update the existing content to match new business processes, meet the City's plain language requirement and redesign using current web content best practices. The project will require familiarity with NYC311 information and how services are requested, plain language techniques, web content development, social media & texting language and business process analysis. The college aide will work with the Director of Public Data & QA & 311 team, agency business unit personnel, NYC 311 and other agency associates. Currently, we are preparing for the City's 311 replacement project and need to update all existing agency public service content, identify new service offerings and ensure information is presented in a consistent,

unified style. DOT is proud to be a leader in providing excellent public service available through 311 service channels, NYC.gov and the DOT Website.

QUALIFICATIONS/SPECIAL SKILLS/AREA OF STUDY (Max characters 1500)

Major: Web Content Management, Business or Process Analysis, Computer Information Systems, specifically Customer Service oriented, Customer Services or Public Administration/transportation related fields, English Major or writer with interest in Customer Relation Management IT Services

Excellent communication skills (verbal and written), proficient in Excel, skilled in Business Process Analysis, writing for the web and in plain language.

(1) Graduate Student, (2) Experience/training in web content management & analysis, (3) Experience/training in business process analysis, (4) Excellent verbal and written communication skills and the ability to interact professionally and confidently with a diverse group of executive managers and subject experts, (5) Good presentation skills, (6) Experience in using Microsoft Office applications, especially Excel.

APPLICATION PROCESS (Max characters 700)

E-mail resume with cover letter to: sgrecke@dot.nyc.gov

SALARY RANGE

14.15 per hour

Internship may be used to fulfill college credit requirement

ADDITIONAL INFORMATION / COMMENTS (Max characters 700)

While school is in session, the College Aide is asked to work 17 hours a week. We will work with your schedule. While on summer break, the student is asked to work up to 35 hours a week. We do not work evenings or weekends.