

Help Desk Intern

Division/Unit: Information Technology (IT)	OEM Employee to Supervise Project: Director of IT
Project-based or Ongoing: Ongoing	Education Level: Undergraduate/Graduate
How many interns: 5	Length of Commitment: 3 months (minimum)
Background on Project: The NYC Office of Emergency Management is interested in retaining a Help Desk intern to work directly with the Director of Information Technology and the Information Technology Department staff. The intern will help with day-to-day IT/support related operations. The intern will be responsible for resolving and documenting all service related work orders using our helpdesk application. In particular, the intern will gain an overview of the IT support process at a vital city agency.	
Description of Project/ Intern Responsibilities: The intern will have the opportunity to: <ul style="list-style-type: none">• Properly categorize and suggest modifications to IT work orders resolution process.• Close work orders in a timely manner and observe support related timelines.• Develop/modify our current Service Level Agreement to address the resource needs of the IT department.• Attend weekly IT management meetings to report helpdesk status, receive direction regarding next steps, identify dependencies and illustrate any risks. This is an <u>unpaid</u> internship	
Requirements/special skills needed: <ul style="list-style-type: none">• Solid understanding of the Internet and web-based applications• Excellent written and verbal communication skills• Expected to work approximately 7-14 hours per week• Windows OS (XP, 2003/2008 server)• MS Office 2003/2007	
Interested Applicants: Email resume and cover letter (in MS Word format) to: jobs@oem.nyc.gov Or mail to: HR Coordinator NYC Office of Emergency Management 165 Cadman Plaza East Brooklyn, NY 11201	