

# Information Technology Intern

<b>Division/Unit:</b> Information Technology (IT)	<b>OEM Supervisors:</b> IT Project Manager, Director of IT
<b>Project-based or Ongoing:</b> Project	<b>Education Level:</b> Undergraduate/Graduate
<b>How many interns:</b> 5	<b>Length of Commitment:</b> 3 months minimum

## **Background:**

The NYC Office of Emergency Management is interested in retaining an intern to support the Information Technology department staff, including functions in IT Helpdesk, Networking, IT Project Management, Programming and IT Security. 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:

- Help with day-to-day IT/support related operations
- Resolve and document all service related work orders using our helpdesk application
- Categorize and suggest modifications to IT work orders resolution process
- Close work orders in a timely manner and adhere to support related timelines
- Document project life cycle tasks using Microsoft Excel and/or Microsoft Project
- Develop and analyze project plans for multiple streams of work and suggest modifications
- Support long-range project planning to address the resource needs of the IT department
- Support the development of IT project plans and consolidation of work plans for multiple projects
- Attend weekly IT and project management meetings to document project status, report help desk status, receive direction regarding next steps, identify dependencies and risks

## **Requirements/Special Skills Needed:**

- Solid understanding of the Internet and web-based applications
- Excellent written and verbal communication skills
- Good interpersonal skills and ability to interact effectively with users
- Proficiency in Microsoft Windows XP/Windows 7
- Understanding of Microsoft Windows Server Operating System is a plus (2003/2008 standard)
- Microsoft Office Suites 2003/2007
- Understanding of Microsoft Exchange server is a plus
- Teleconferencing and audio/video systems
- Expected to work approximately 15-20 hours per week

This is an unpaid internship.

Background check is required for all interns.

Interns may be invited to off-site meetings which would require that they either take public transportation or ride with other OEM employees in an OEM vehicle.

**Interested Applicants:**

Email resume and cover letter (in MS Word format) to [jobs@oem.nyc.gov](mailto:jobs@oem.nyc.gov)

Or mail to: HR Coordinator

NYC Office of Emergency Management

165 Cadman Plaza East

Brooklyn, NY 11201

*Please indicate which position you are applying to.*