

Information Technology (IT) Intern

Division/Unit: Information Technology (IT)	OEM Supervisors: IT Project Manager, Director of IT
Number of Interns: 3	Education Level: Undergraduate/Graduate
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: <ul style="list-style-type: none">• 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 The intern will periodically have the opportunity to: <ul style="list-style-type: none">• Service and/or support OEM's fleet technical needs in the field or at OEM warehouse This is an <u>unpaid</u> internship. Summer Internship Program is June 4 – August 10, 2012. For more information on OEM, go to www.nyc.gov/oem .	
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• 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• Background check required	

Intern may be invited to off-site meetings which would require public transportation or riding with other OEM employees in an OEM vehicle.

Interested Applicants:

E-mail resume and cover letter to: jobs@oem.nyc.gov

Mail to: HR Coordinator
NYC Office of Emergency Management
165 Cadman Plaza East
Brooklyn, NY 11201