

2025 NYC Summer Internship Program Application Form

Agency Details and Contact Information

Agency	<u>Office of Technology & Innovation</u>	Division	<u>Infrastructure Management (IM)</u>
Address	<u>15 Metro Tech Center Brooklyn, NY 11201</u>		
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**Agency
Description**

The Office of Technology and Innovation (OTI) leverages technology to drive opportunity, improve public safety, and help the government-run better across New York City. From delivering affordable broadband to protecting against cybersecurity threats and building digital government services, OTI is at the forefront of how the City provides for New Yorkers in the 21st century. Watch our welcome video to see our work in action, follow us on social media @NYCOfficeofTech, and visit oti.nyc.gov to learn more.

Unit Description

The Infrastructure Management (IM) Division provides a wide array of modern and resilient technology services that support all mayoral agencies and other City government entities. IM manages the CityNet optical backbone and core IP network services that extend across all five boroughs and over 75 remote locations. The division oversees secure, robust data centers with modern, scalable storage solutions and reliable data protection. In addition, IM provides management and support for citywide circuit provisioning, firewall network threat prevention, identity and access management, mainframe systems, cloud services, citywide unified communications, collaboration tools, contact center services, and 311 telephony services.

Internship Position Description

Position Title	IAM(Identity & Access Management) Summer Intern
Internship Responsibilities	<p>OTI is seeking a motivated and detail-oriented Intern to join the Identity and Access Management (IAM) team. This role will provide hands-on experience in user lifecycle management, ticket handling, certificate management, and privileged access management (PAM). The IAM Intern will collaborate with a dynamic team to support and enhance OTI's organization identity and security infrastructure while gaining valuable knowledge in IT security.</p> <p>Responsibilities will include:</p> <ul style="list-style-type: none">• User Lifecycle Management: Assist in provisioning, updating, and deactivating user accounts across multiple platforms, ensuring compliance with access policies.• Ticket Management: Respond to and resolve IAM-related service desk tickets, ensuring timely completion of tasks and escalating complex issues as necessary.• Certificate Management: Support the maintenance, renewal, and replacement of digital certificates to ensure secure communications and system integrity.• Privileged Access Management (PAM): Contribute to the monitoring, configuration, and auditing of privileged accounts, ensuring adherence to least privilege principles.• Documentation and Reporting: Update IAM documentation, including Method operating procedures (MOPs), and generate activity reports to support team initiatives and compliance efforts.
Qualifications / Special Skills / Area of Study	<ul style="list-style-type: none">• Foundational knowledge of IAM concepts, including role-based access control (RBAC) and user provisioning.• Familiarity with directory services (e.g., Active Directory, Entra ID).• Strong analytical and problem-solving skills with attention to detail.• Excellent verbal and written communication skills to effectively interact with team members and stakeholders.• Ability to prioritize tasks and work on multiple assignments in a fast-paced environment.• Basic understanding of cybersecurity principles and secure handling of sensitive data.• Proficiency with ServiceNow ticketing system and scripting languages (e.g., PowerShell, Python) is a plus.
Application Process	<p>Email your resume to internships@oti.nyc.gov and include the role you are interested in the subject line. For example, " IAM Summer Intern."</p>
Salary	<u>\$16.50 - \$26.23/Hour</u>

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