

2022 NYC SUMMER INTERNSHIP PROGRAM

AGENCY NAME

DCAS

DIVISION

Human Capital - Learning & Development

ADDRESS1 1 Centre Street

ADDRESS2 New York, NY 10007

CONTACT NAME Shawn Shema

E-MAIL sshema@dcas.nyc.gov

PHONE (212) 386-6426

FAX

AGENCY DESCRIPTION (Max characters 3000)

The NYC Department of Citywide Administrative Services (DCAS) makes city government work for all New Yorkers. Our commitment to equity, effectiveness, and sustainability guides our work providing City agencies with the resources and support needed to succeed: Recruiting, hiring, and training City employees, managing 55 public buildings, acquiring, selling, and leasing City Property, purchasing over \$1 billion in goods and services for the City agencies, overseeing the greenest municipal vehicle fleet in the country and leading the City's efforts to reduce carbon emissions from government operations.

UNIT DESCRIPTION (Max characters 1000)

The Bureau of Citywide Learning & Development in Human Capital offers professional development and learning opportunities to all City employees at all agencies. The Production & Facilities/IT unit is responsible for providing tech support to the Citywide Training Center with all computers systems, digital signage, and support all participants\instructors with all technical issues and guidance for a rapid solution.

POSITION TITLE (Max characters 100)

Computer Associate Tech Support Intern

INTERNSHIP RESPONSIBILITIES (Max characters 1500)

Responsibilities will include: configure and prepare Windows Desktops, Laptops, iPads and other devices using standard procedures. Troubleshoot and resolve technical issues related to desktops, laptops, printers, network configurations, email/productivity suites (Microsoft Office), end-user operating systems, hardware/software installation among a variety of user/server applications. Assist the Facilities Manager in classroom setup for the next upcoming training center class as well with webinars. Analyze and recommend different ways to improve the efficiency of service in the training center, creating internal procedures to help improve and maintain the quality of service offered.

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

Undergraduate Intern
Major: IT/Computer Systems
Basic Windows administration and tech support skills.

Basic knowledge of disk imaging/cloning.
Ability to lift tech or classroom equipment up to 25lbs.
Ability to multitask and prioritize multiple goals and responsibilities while adhering to deadlines.
Reliable self-starter with the ability to work independently.
Demonstrate documentation, communication and customer service skills.
Knowledgeable of Windows operating systems, TCP/IP, DHCP, DNS, LAN/WLAN, and A/V systems.
Previous experience with Microsoft Office 2016 and Office 365.
Ability to work in a fast paced, dynamic environment, working both independently and as a member of a team.
Ability to establish and maintain effective working relationships with team members and classroom end users.

APPLICATION PROCESS (Max characters 700)

Please submit a cover letter and resume to the contact listed above.

SALARY RANGE

Internship may be used to fulfill college credit requirement

ADDITIONAL INFORMATION / COMMENTS (Max characters 700)