

# 2022 NYC SUMMER INTERNSHIP PROGRAM

## AGENCY NAME

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

## DIVISION

Information Technology, Network Infrastructure & Telecommunication

ADDRESS1 One Centre Street

ADDRESS2 New York, NY 10007

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FAX

## AGENCY DESCRIPTION (Max characters 3000)

The NYC Department of Citywide Administrative Services (DCAS) makes city government work for all New Yorkers. It provides services as Citywide Exams, Fleet, manage 55+ buildings throughout the five boroughs.

## UNIT DESCRIPTION (Max characters 1000)

Network Infrastructure & Telecommunication team supports users network and telecommunication needs throughout the five borough.

## POSITION TITLE (Max characters 100)

Telecommunication and Networking Intern

## INTERNSHIP RESPONSIBILITIES (Max characters 1500)

The intern will work closely with the DCAS Telecommunication and Networking team to support, maintain, and manage wireless, VoIP and other telecom related equipment, while being an integral support element for network operations. Intern will assist other team members with asset tagging and scanning of new equipment to inventory, configuring and deploying smartphones, iPads and Mi-Fi Devices using Mobile Device Management (MDM - VMWare Workspace One). Part of the day to day operations will include complete the wireless life cycle by decommissioning wireless devices as per Directive-1 policy and instruction of supervisors, deploying VoIP devices to locations as per instruction from the team, assist in day-to-day operation by troubleshooting user issues, assigned as service request, documenting policies and procedures for on-going wireless projects and assist the Network Engineering team in maintaining the smooth operation of the infrastructure.

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

Microsoft Excel/ Word/ Outlook.  
Textbook knowledge of VoIP, Workspace One MDM is preferred.  
Textbook knowledge of simple networking terms is preferable.  
Strong interpersonal skills, problem solving skills, detailed oriented, and customer service skills.  
Ability to multitask and perform in high-paced/high-pressure environment.  
Ability to work independently or within a group to resolve an issue.  
Ability to communicate with different levels of the organization.

Fast learner.  
Strong team player with service-oriented attitude and customer focus.

**APPLICATION PROCESS (Max characters 700 )**

Submission of resume and cover letter to the above referenced agency contact.

**SALARY RANGE**

\$15 Hourly

Internship may be used to fulfill college credit requirement

**ADDITIONAL INFORMATION / COMMENTS (Max characters 700 )**

<https://www1.nyc.gov/site/dcas/employment/internship-opportunities.page>