



James W. Hendon  
COMMISSIONER

Glenda V. Garcia  
DEPUTY COMMISSIONER

**Office Title:** Information Technology Intern

**Business Unit:** Information Technology

The mission of the Department of Veterans' Services is to connect, mobilize, and empower New York City's Veteran community in order to foster purpose-driven lives for New York City Service Members – past and present – in addition to their caregivers, survivors, and families. DVS fulfills this mission by providing New York City's 210,000 Veterans with essential services and programs focused on pivotal areas such as economic empowerment, housing security, benefits, health and wellness, and culture.

DVS will continue to strengthen its core services as well as find new ways to serve this dynamic population and ensure that Veterans – New York City's most civic-minded individuals – continue to serve as a major asset for the City.

DVS Information Technology unit is in need of an Information Technology Intern(s) to help provide support for the agency.

Reporting to Chief Information Officer and responsibilities will include:

#### **Technical Support**

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Providing support in the form of procedural documentation.

#### **Customer Service**

- Communicating with DVS Staff to quickly get to the root of their problem.
- Guiding DVS Staff through a series of actions to resolve a problem.
- Follow up with DVS Staff to ensure the problem is resolved.

#### **User Acceptance Testing**

- Testing and evaluating new technologies.
- Conducting electrical safety checks on equipment.
- Reporting results upon completion.

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### Preferred Skills

- A technical, logical thought process.
- Critical thinking and data driven.
- Solutions-oriented with strong interpersonal skills.
- Ability to work effectively with diverse populations.
- Eagerness to learn new systems and materials at a fast pace.
- Some knowledge or experience using data analytics tools and/or applications.
- Passion for learning and working in a start-up environment.
- Self-sufficient and self-motivated.
- Able to assist non-technical users who depend on technology to perform their tasks.
- A strong willingness to learn and adapt to new priorities as they come.

### Eligibility

- Compensation for this internship will be provided through the VA Work Study Program. Potential candidates who meet the preferred skill requirements must also meet the eligibility requirements of the VA Work Study Program as described below to be considered for this position.
- Are enrolled in at least three-quarter time in a college degree, vocational, or professional program, and
- Can finish the work-study contract while you still qualify for education benefits, and
- Are using an approved VA education benefits program to pay for your education or training.

Please provide a copy of your resume with a cover letter that identifies veteran status, skills and experience, and VA Work Study eligibility via email: [VAWorkStudy@veterans.nyc.gov](mailto:VAWorkStudy@veterans.nyc.gov).

**Learn more about VA Work Study:** <https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/work-study/>