



2024 NYC Summer Internship Program Application Form

Agency: Department of Citywide Administrative Services (DCAS)

Division: Human Capital – NYCAPS Central

Address 1: 59 Maiden Lane

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Agency Description

The Department of Citywide Administrative Services (DCAS) ensures that City agencies have the critical resources and support needed to provide the best possible services to the public. DCAS supports City agencies workforce needs in recruiting, hiring and training City employees; establishes and enforces uniform procedures to ensure equal employment opportunity for employees and job candidates at City agencies; provides overall facilities management, including security, maintenance and construction services for tenants in 56 public buildings; purchases, sells and leases nonresidential real property; purchases, inspects and distributes supplies and equipment, and disposes of all surplus and obsolete goods; publishes and distributes the City Record, The Green Book, and other City publications; manages City Store; monitors City agency fleets and the City's overall compliance with fleet purchasing laws and environmental goals; establishes, audits and pays utility accounts that serve 80 agencies and more than 4,000 buildings; and implements energy conservation programs throughout City facilities.

Unit Description

NYCAPS Central (NCC) is a human resources service center that oversees the expansion and maintenance of NYCAPS, a centralized state-of-the-art automated personnel system for human resources professionals, managers, and employees to access and manage personnel and benefits information. NCC supports approximately 96,000 NYC employees with all their health benefits needs; oversees the implementation of civil service and human resources related transactions for over 300,000 employees citywide; and manages Employee Self-Service (ESS), an online tool that provides NYC employees with easy access to human resources, payroll, tax, City job applications and benefits information.

Position Title NYCAPS Central Change Management Intern

Internship Responsibilities

The NCC Change Management Unit will be responsible for documenting business processes; developing and maintaining training programs; creating eLearning videos; testing new functionality; working with agencies to offer ongoing support for NYCAPS functionality; and updating job aids and business procedures.

Prospective candidates will perform duties that include, but are not limited to the following:

- Scheduling employees for training sessions and tracking of attendees to ensure completion of training.
- Assisting with the creation and updating of knowledge materials, including job aids and eLearning videos.
- Assisting with the planning of employee engagement activities.
- Performing daily administrative and clerical tasks; and
- Assisting with special projects as needed.

Qualifications/Special Skills/Area of Study

Keyboard familiarity with the ability to type at a minimum of 20 words per minute; extensive knowledge of MS Office Suite; strong verbal and written communication skills; able to maintain friendly disposition with colleagues and agency employees; detail-oriented and organized; able to quickly develop a working knowledge of the Unit's operations. The ability to multi-task is essential.

Application Process

To apply:

Please email your cover letter and resume in (.doc or pdf format) to Abigail Arevalo at: aarevalo@dcas.nyc.gov.

Please write "**Summer Internship – HC**" in the subject line.

NO PHONE CALLS, FAXES OR PERSONAL INQUIRIES PERMITTED.

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

You will be contacted if selected for an interview.

Salary Range \$18 per hour - Undergraduate Intern

Internship may be used to fulfill college credit requirement.

Additional Information / Comments

Undergraduate interns must either be currently enrolled in a college or university or must have graduated within one year of the current program year. Internships are available between May and September for a maximum of 13 weeks but must end by the first week of September each year.