



2024 NYC Summer Internship Program Application Form

Agency: NYC Mayor's Office

Division: Administrative Services | Information Technology

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Contact: Internship Program

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Phone:

Agency Description

The NYC Mayor's Office administers all city services, public property, most public agencies, and enforces all city, state, and federal laws within New York City. New York City's Mayor, Eric Adams is head of the executive branch of New York City's government. Mayor Adams has served the people of New York City as an NYPD officer, State Senator, and Brooklyn Borough President. The Adams' Administration is leading the fight to make New York City's economy stronger, reduce inequality, improve public safety, and build a stronger, healthier city that delivers for all New Yorkers. As an agency, we value fairness, helpfulness, transparency, leadership and build our teams around these values. For current job opportunities visit our [careers page](#).

Unit Description

The Mayor's Office is comprised of over 50 business units; 42 of which are participating in the summer internship program. Within each unit, interns will have the chance to collaborate with staff and work on a range of projects. These projects may include conducting research, attending meetings, managing incoming inquiries, analyzing data, drafting briefings, staffing events, assisting with outreach, and supporting special

projects. Additionally, interns will engage in Speaker Series to learn more about the inner-workings of City government. These talks are held at historic City Hall, and guest speakers include Deputy Mayors, Commissioners, Program Directors, and other senior staff. Interns will also tour various Mayors' Office facilities across our city.

Lastly, interns will engage in a service project with NYC Service, a business unit focused on volunteerism and service in NYC. Interns will come together to develop a service project. The goal is to design and execute a project that will impact our most deserving communities and uplift New Yorkers in need. Previous projects have included Little League Ball Field Restoration, NYC Parks clean-up, Tree planting and Beach clean-up

Position Title Office of the Mayor Summer Intern

Internship Responsibilities

The Mayor's Office IT Department is responsible for all aspects of technology for the agency. This includes end user desktop support, VOIP, network infrastructure, messaging, email, file, web, and database servers, and server virtualization.

Responsibilities include but are not limited to:

- Perform end-user telephone support including problem determination, problem resolution, and implement problem escalation and tracking as required.
- Diagnoses and resolves end-user issues regarding printers, PC hardware, email, Internet, VPN, and local area network access.
- Assist with computer upgrades, software rollouts and other IT related projects.
- Answers, evaluates, and prioritizes incoming emails, and self-service requests for assistance from end-users.
- Maintains accurate record of equipment deployments.

Qualifications/Special Skills/Area of Study

- Self-motivated individual with excellent communication and interpersonal skills.
- Must feel comfortable dealing with high-level executives as well as other end-users.
- Should be self-motivated, with good analytical and problem-solving skills and the ability to learn on the job.
- Capable of working independently and as part of a team.
- College Student candidates must be an enrolled and registered student accumulating credits. Matriculation at an accredited college or graduate school. Employment is conditioned upon continuance as a student in a college.

Application Process

To Apply Select: [2024 Summer Internship Program Application](#)

Salary Range \$17 - \$18 per hour

Internship may be used to fulfill college credit requirement.

Additional Information / Comments

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