

PAID INFORMATION TECHNOLOGY INTERNSHIP OPPORTUNITY

Are you a self-starter with the desire to make an impact in the community?

We are seeking a creative, motivated, and problem-solving information technology intern to join our team of experienced economic development professionals. This **PAID** internship is an ideal opportunity to gain valuable, real-world IT experience at a successful, dynamic organization – the City of Phoenix’s Community and Economic Development Department.

Main Responsibilities:

- Provide first level end-user support in areas such as printing, network logins, department and office software applications, telecommunications circuit and end-user device troubleshooting.
- Assist in the onboarding of new users into Active Directory.
- Assist in administering the department’s intranet and internet SharePoint Environment.
- Assist in different aspects of IT support (i.e. imaging PCs, deploying equipment, debugging, etc.).
- Troubleshoot problems with computer systems and local file servers.
- Develops and maintains inventory of IT equipment.
- Consult with vendors, perform research, and evaluate products for procurement.
- Perform minor repairs to equipment and arrange for other servicing needs.
- Demonstrate superior customer service, integrity, and commitment to innovation, and efficiency.

Preferred Knowledge and Experience:

- PC administration, Active Directory
- PC imaging, troubleshooting, and deployment
- Windows 7 and Windows 10
- MS Office product suite
- Website design

Requirements:

- A positive attitude and willingness to learn.
- Creativity, flexibility and ambition to succeed.
- Strong written and oral communication skills.
- Experience with computer desktop support in a networked environment.
- Ability to work as a member of a team.

Work Schedule and Compensation:

- Approximately 10 – 20 hours per week (flexibility with work hours Mon-Fri; 8am to 5pm).
- Estimated duration of assignment is late-September 2017 through December 2017 with possible extension through May 2018.
- \$10.00 per hour.

The City of Phoenix requires a standard security background screening before the internship can begin.

HOW TO APPLY:

Please email the following items in a single Word or PDF attachment for consideration to kenneth.valencai@phoenix.gov **by 12:00 PM (Noon, Arizona Time), September 25, 2017.**

1. Cover Letter (one page)
2. Resume (one to two pages)
3. Three Professional and/or Academic References (include name, title, employer, phone & email; one page)

Respondents that meet the acceptable experience and training criteria will be asked to participate in an interview. Interviews are tentatively scheduled for the week of September 25th, 2017.