YMCA Of Metropolitan Milwaukee
Intern Service Description

FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Position:	**Information Technology Intern** (Unpaid – Temporary Position)
Locations:	Downtown YMCA – Association Office
Hours:	Tuesdays & Thursdays 9:00am – 2:00pm
Reports to:	IT Support Manager
Wage Range:	Unpaid Internship Position

Under the direction of the IT Support Manager, the Information Technology Intern will receive exposure to all disciplines of Information Technology used by the YMCA of Metropolitan Milwaukee, including but not limited to: Business Intelligence, Application Management, Service Management, Project Management, Networking and Network Security, Quality Assurance and Datacenter/Infrastructure Management.

Major Responsibilities:

- Assist in performing hardware and software installation procedures
- Partner with IT team members to learn help desk procedures.
- Perform software configuration on stand-alone computers and laptops
- Provide support in diagnosing hardware and software issues and troubleshooting activities
- Assist in handling data migration duties
- Take user support requests and take measures to fulfill requests
- Assist in hardware and software inventory management
- Handle periodic maintenance of hardware and software
- Troubleshoot equipment such as printers and scanners and other peripherals
- Handle researching options and research computer bugs and their solutions
- Take telephone calls from users and attempt to assist them with their information technology questions and problems
- Handle IT related documentation and make sure that all IT supplies are available
- Develop incident response procedures and assist with business intelligence development activities

Qualifications:

- Actively enrolled in school pursuing a two-year technical degree or a bachelor's degree with focus on Computer Information Systems required.
- 3.0+ GPA requirement
- Working knowledge of Microsoft Windows and Microsoft Office.
- Some past leadership experience
- Community and/or campus involvement
- Strong technical aptitude
- Knowledge of current hardware and software trends.

SKILLS and ABILITIES:

- Strong written and verbal communications skills
- Strong attention to detail and ability to maintain confidentiality
- Effective communication of technical information
- Ability to quickly adapt to a changing environment
- Ability to quickly learn new concepts and software is necessary
- Candidate should be a self-motivated, independent, detail oriented, responsible team-player
- Ability to multi-task and support multiple priorities
- Strong analytical and problem solving skills
- Excellent teamwork and interpersonal skills

Deadline:	**February 28, 2017**
Apply Online:	**https://apply.ymcamke.org**

This intern service description has been designed to indicate the general nature and level of work performed by interns. It is not designed to contain or be interpreted as a comprehensive inventory of all duties. ***There should be no expectation of compensation for work performed while executing these duties.***