

## INTERNSHIP POSITION DESCRIPTION

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|-----------------------------|--|--|--|
| POSITION TITLE:             | Information Technology Administrative Intern   |  |  |
| SEASON:                     | <input checked="" type="checkbox"/> Winter (Jan – April)   | <input checked="" type="checkbox"/> Summer (May – Aug) | <input type="checkbox"/> Fall (Sept-Dec) |
| GROUP/DEPARTMENT:           | Information Technology   |  |  |
| POSITION MENTOR/REPORTS TO: | Technology Managers  |  |  |
| PAID/UNPAID:                | Unpaid   |  |  |
| BASIC FUNCTION:             | This position contributes to the success of the Chicago Zoological Society by promptly and effectively completing administrative needs related to technical support requests by CZS users and technical support groups within the Information Technology Department in accordance with Society policies and Information Technology (“IT”) procedures and guidelines. |  |  |

## PRIMARY JOB DUTIES AND RESPONSIBILITIES:

Indicate approximate % time for each duty listed over the course of the internship.

1. Timely and accurately document, escalate and verify closure of basic support requests and informational calls, e-mail, and voice mail sent to the IT Help Desk. 25%
2. Retrieve, deliver, relocate PCs and other IT supported equipment as needed and document inventory information for all relocations, recycling and new purchases. 10%
3. Update and maintain existing inventory lists of IT related assets including applications, licenses, servers, desktops, laptops, switches and phones. 25%
4. Take a leading role in developing the IT Guidelines and Standards manual, in order to complete the manual. 25%
5. Other related duties as assigned. (15%)

## POSITION REQUIREMENTS AND SPECIFICATIONS

- At least two years at an accredited college or university or have equivalent life experience in Information Technology, Business, Administration, or other relevant course of study.
- An overall GPA of 2.5 / 4.0 or higher.
- Proficiency in Microsoft Office 2016 or higher, especially Word, Excel, and Outlook.
- Excellent communication and organization skills, with an eye for detail and accuracy; able to follow direction and juggle multiple priorities.
- All interns are required to complete either a final project or daily journal as part of their experience. See Additional Information below for more details.

## ADDITIONAL INFORMATION:

Intern will lead efforts to complete the IT Guidelines and Standards manual. Will also lead efforts to update and maintain all IT related inventory lists.