

POSITION DESCRIPTION



Title: Information Technology (IT) Intern

Department:
IT & HR
Reports To:
HR Director and IT Director
Titles Reporting to Job:
N/A

Exemption Status:
Unpaid
Last Revised:
September 2022
Last reviewed:
September 2022

Position Summary:

The IT (Information Technology) Intern supports the IT Team with User Support and Equipment Maintenance and supports the HR team with projects related to data management and Human Resources Information System (HRIS) software.

Essential Duties and Responsibilities:

Agency:

- Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
- Implements the Agency mission, philosophy, core values to direct daily work and decision-making, adheres to agency policy.
- Cultivates a professional and respectful work environment.
- Is actively involved and knowledgeable of the Agency's Performance Quality Improvement process.
- Accountable for daily activities within the allowable activities approved by the Agency.


Essential Duties:

Include the following, other duties as assigned:

- Under the direction of the IT Director, support inventory management including laptop set up, maintenance and updates and recycle preparedness and wipe HDD.
- Under the direction of the IT Director, conduct user support or how-to's.
- Reset locked user id or reset passwords.
- Under the direction of the IT Director, conduct inventory checks.
- Under the direction of the HR Director, build reports using the Business Intelligence software.
- Under the direction of the HR Director, work with UKG representatives to write database code to build and schedule reports.
- Under the direction of the HR Director, assist with the implementation of Performance Management features in UKG.
- Under the direction of the HR Director, support the HR team with running reports and managing employee data.
- Under the direction of the HR Director work on establishing a ticketing system via Sharepoint.
- Assist with any other technology related initiatives in the HR and IT Departments.

General Requirements:

Commented [LQ1]: General Duties: under the direction of the IT Director and HR Director, provide support to the IT and HR staff by processing paperwork, answering user requests and concerns, building reports, managing employee data, etc. In addition, provide assistance in installing operating systems, or software. Assist with any other technology related initiatives in the HR and IT Departments.

<p align="center">Position Description Title: IT Intern Department: Information Technology and Human Resources</p>	
---	--

Sensitivity to cultural diversity is required. This position is remote and does not require onsite presence. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions. Must be able to work a hybrid schedule with both remote and onsite work hours.

Education/Experience:

Be enrolled in a 2-year or 4-year college/university, pursuing a degree in HR Management, IT, Information Systems, Programming, Computer Science or related preferred.

Language Skills:

Bilingual preferred but not necessary.

Computer Literacy & Knowledge Skills Abilities:

Must be computer literate and proficient in Microsoft Office, Outlook 365; HRIS systems such as Ultimate Software. Experience working with Information System Software preferred. Working knowledge of social media. Ability to work with Office 365 and Microsoft Teams. Intermediate to Advance Skills with Word and Excel. Ability to multitask and prioritize. Strong verbal and written communication skills. Ability to work independently and with a team. Familiarity with basic html, java and other programming languages to assist in evaluating and building database information for HRIS system.

Mathematical Skills:

Must have and understanding of math as used for adding, subtracting, percentages, ratios, etc.

Operating Environment and Working Relationships:

Works collaboratively and routinely with management staff and Agency employees. Ability to administer a benefits program. Well-developed administrative skills. Ability to express oneself clearly and effectively. Superior interpersonal abilities. Ability to get along with diverse persons, and personalities. Must be tactful, mature, and flexible. Good reasoning abilities and sound judgments.

Decision Making Authority:

Exercises discretion, independent judgment in executing tasks.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I acknowledge and understand that:

<p>Position Description Title: IT Intern Department: Information Technology and Human Resources</p>	
--	--

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____