



Supporting the economic, social and environmental well-being of California's Central Valley.

1120 13th Street, Suite C
Modesto, CA 95354
Phone: (209) 522-5103
Fax: (209) 522-5116
www.greatvalley.org

Paid Internship Opportunity Information Technology Support Specialist

A paid internship in Information Technology Support is available at the Great Valley Center (GVC) for passionate, tech-savvy and dependable students.

The Great Valley Center is a non-profit organization with a small team of dedicated professionals working to support the Central Valley's communities to solve the region's very serious social, economic and environmental challenges. Founded in 1997, we focus on objective problem solving, helping communities develop a healthy and sustainable future, helping citizens and decision makers make informed choices, and increasing the capacity of the region to act on its behalf.

This internship offers practical work experience, an introduction to Windows desktop support and an opportunity to gain experience with the technical operations of a small nonprofit organization. This internship will involve challenging opportunities, real technical projects, and interaction with staff. This is a great opportunity to gain hands-on experience in the computer field.

If you have exceptional customer service skills, are highly dependable and enjoy being the one that everyone comes to for computer technical help, then we are looking for you.

Job Description:

The Information Technology Support Specialist will provide direct technical assistance and support to Great Valley Center staff for network, hardware and software issues. Duties include installing and maintaining computer systems including software and hardware on desktops and laptops, resolving internet and network access issues (both wired and wireless), providing network printer support, meeting with staff to provide one-on-one technical assistance as needed/requested, providing training to staff on software and hardware use, determining causes of computer/software/network malfunctions through evaluation and testing and resolution via modifications, repair, or external support assistance.

This is a continuous appointment, initially lasting up to 6 months with the potential to go beyond that. Increased summer hours may be available.

Essential Job Duties/Responsibilities:

- Respond to user requests for service, troubleshoot problems and help develop solutions.
- Support PC hardware components, desktop operating system software, and application software.
- Perform minor repairs to equipment and arrange for other servicing needs.

- Identify and report system issues to vendors. Monitor and test resolution of those issues sent to vendors.
- Monitor antivirus software and updates and repair computers infected with spyware, adware and/or viruses.
- Monitor backup systems and procedures to ensure data security.
- Record activities, solutions and other responses to request for service.
- Assist in maintaining inventory records and documentation for equipment.
- Contribute to Great Valley Center technical documentation and participate in policy, procedure, and standards development.
- Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems.
- Assist users in determining appropriate software solutions to meet needs.
- Develop and provide user training for basic hardware and software use.
- Provide backup technical support for network including router, firewall, and wireless access point.
- Maintains open communication and positive working relationship with staff.
- Perform other duties/projects as assigned.

Qualifications (Knowledge, Skills, and Abilities):

The Great Valley Center is looking for a student intern with exceptional customer service skills, solid troubleshooting skills, ability to work well in a team environment, excellent oral and written communications skills and the ability to work under minimal supervision.

Applicants must have experience with Windows XP/7 in a technical support environment. Experience with Windows 8 is a plus. Applicants must also have experience supporting recent versions of Microsoft Office Applications, including XP, 2003 and 2010. Experience with networking technologies and printer support is preferred.

Applicants must have awareness of the PC hardware components, desktop operating system software, and application software. Applicant must have awareness of the PC industry's current and emerging technology trends and direction, as well as a keen interest in computer-based information systems and technology. Interested applicants should possess excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems. Applicants should have the ability to research and understand technical documentation, and an understanding of how to apply various technical resources. Applicants should have the ability to perform tasks such as operating systems and application software installations and upgrades, as well as virus protection and eradication.

Requirements:

- Minimum of six months paid or volunteer work experience with computer desktop support in a networked environment for a small to mid-sized organization.
- Must be available to work a minimum of 10-16 hours per week.
- Must be available and willing to commit at least six (6) months initially for an internship.
- Must be pursuing an undergraduate or graduate level degree in a business, communications or computer related field

- Minimum of two years of college or trade school education in a business, communications or computer related field.
- A basic understanding of computer network cabling and network file and print services.
- A GPA of 3.0 or above.
- Must be able to lift 25 pounds.
- Proficiency in computer applications:
 - Microsoft Excel – Manipulation of data; transferring data; development of charts and tables
 - Microsoft Word – Entering and formatting text; inserting charts, tables, and other visuals
 - Microsoft PowerPoint – Creating and editing slides; inserting text, charts, tables, and visuals
 - Conducting research via internet
- Ability to prioritize tasks and efficiently manage time.
- Ability to exercise good judgment and effectiveness in working with a high-performing team
- Strong oral and written communications skills
- Ability to respond effectively to inquiries or complaints.
- Ability to develop, maintain, and promote strong internal and external relationships
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to maintain professional (business casual) dress and grooming.
- Ability to furnish documentation proving your eligibility to work in the United States
 - GVC may consider students, on a case-by-case basis, who are unable to accept compensation for this internship if the educational institution determines that the applicant has potential to learn and contribute to the program.

Compensation:

Students will receive between \$10.00 – 12.00 per hour, depending on knowledge, skills and ability.

How to Apply:

Email a cover letter and résumé citing your experience, platforms and technologies in which you are proficient, as well as a completed GVC application. Download an internship application online at www.greatvalley.org/itinternship.

- Email applications materials to jobs@greatvalley.org, with subject line: Information Technology Support Internship [Insert your college name]

Application materials will not be considered without a cover letter, resume and completed internship application. Applicants without experience will not be considered. Students are strongly encouraged to discuss internships with their advisors prior to applying.

Candidates selected for further consideration will be contacted for interviews.