

IT INTERN

YouthBuild Philadelphia Charter School is an education and job-training program for young adults who have dropped out of high school. Students in the program alternate four-week sessions between (1) the academic classroom, where they learn core academic subjects and develop leadership and life skills, and (2) a vocational-training site (construction, computer technology, childcare or healthcare) where they develop career-related, real-world work skills. Regular hours for this position are from 7:00 a.m. to 3:00 p.m., with a weekly minimum of 25 hours.

Job Description

Located at 1231 North Broad St, Philadelphia, PA, YouthBuild Philadelphia Charter School is seeking a candidate for an internship within our IT department who is looking to gain professional experience within a large, heterogeneous IT infrastructure. Our IT resources consist of, but are not limited to the following: corporate Data Center with 15+ servers, VoIP, VMware virtualization, integrated Microsoft/ Google Suite productivity suites, Cisco Router & Switches, Ricoh technology, VMWare horizon, Microsoft Active Directory, Dell Sonic Wall firewall, web technologies, databases, fiber, Metro-Ethernet, security suites, and related technologies.

Responsibilities

- Provide technical support to end-users on computer hardware and software, and document any issues that arise.
- Install, troubleshoot, and patch software on computers systems.
- Perform installations, modifications, and repairs on computers and related devices.
- Support for network communications and infrastructure.
- Document, track, and monitor problems to ensure timely resolution.
- May perform routine system administration activities such as adding/modifying/removing user access, installing upgrades and patches, maintaining backups and restores, running scheduled processes, etc.
- May provide basic database administration and configuration.
- Transitioning end-user from local environment to Google Suite.
- May perform minor programming.
- Malware protection services.
- Conduct PC imaging and asset inventory management.
- Work with Google Suite and Google Apps and related products.
- Solicit donations for IT equipment.
- Communicate with IT vendors, troubleshoot, and document IT issues.
- Ensure IT controls are in place and effective to satisfy internal and external regulations.
- Other duties as assigned by the IT Director.

Qualifications

- Candidate should possess an interest in the intersection between IT and/or software applications and business management in the non-profit sector.
- Junior or Senior in BS IT /Computer Science degree program.
- Coursework in Computer Programming, Network Administration, Information Services, Programming, Database Management, and/or related fields.
- Interest in learning how a Network Data Center (NOC) works.
- Able to multitask in a fast-paced IT environment
- Excellent verbal and written communication skills.
- Self-motivated and able to work independently

Educational Benefits

Students will learn key business operations in the field of Information Technology as it impacts education, finance, and business decision-making. Students will gain an understanding of the functions, goals, and workings of the non-profit sector, including hands-on experience in IT operations, such as Microsoft Active Directory Services, Cisco routing / switching, centralized printing, firewall, imaging, etc. Depending on interest and ability, some students may be able to develop independent research projects that support our mission.