IS&T

Service Management Intern

The Applications group is the organization within BU’s Information Systems and Technology group that develops, implements and maintains software applications for Students, Faculty and Staff. As a Service Management intern, you will work with the Process Applications team within Applications, and the Service Management Functional Lead who administers and supports the University’s service management system. Depending on the skills and interest areas of the intern, this experience can center on one or more of the areas listed below.

Potential Responsibilities:

• Configuration Management
  o Enter/Maintain software applications in the Configuration Management Data Base (CMDB)
  o Work with the Software Applications managers to ensure accuracy of the CMDB
• Systems Quality Assurance
  o Document Use Cases that describe in a step by step fashion how the system is used in particular circumstances. This documentation will be used as Quality Control test scripts as various system features are enhanced or implemented.
  o Test system changes by following QA scripts and recording results
• System Content Maintenance
  o Report cleanup
  o Knowledge article update and categorization

Professional Growth and Development:

No matter what area(s) the intern directly supports, he/she can expect to leave the experience with a stronger understanding or ability for the following:

• Basic understanding of ITIL (Information Technology Infrastructure Language)
• Familiarity with Service Now, BU’s service management system.
• Familiarity with service management processes such as incident, knowledge and configuration management
• Verbal and written communication skills
• Organizational skills
• Attention to detail

The ideal candidate possesses the following qualifications:

• An interest in information technology
• Strong verbal and written communication skills
• Strong organizational skills
• Attention to detail
• Proficiency in Microsoft Suite Office (Word, PowerPoint, Excel) to support on materials development

How to Apply

Please apply online at http://www.bu.edu/casprograms/programs/internships