

College of Arts and Sciences Information Technology

As an intern, you will work directly with Bob Gaipo, Assistant Manager, who manages a team of staff and student employees who provide support and services to the faculty, staff and students of CAS. The department provides desktop, application, database and website support to departments within the College.

Throughout the internship, you will be mentored by several staff who will oversee your time working in the various aspects of technology support and administration provided by CAS IT. The internship will focus on skills development as well as exposure to a variety of technologies. The goal is to showcase a variety of technical responsibilities throughout our group, to give an idea of the different parts of an IT organization and how they integrate together to provide support and services to a community.

Potential Development Areas

- Desktop Support/Customer Service
 - The goal is to spend time learning basic desktop support processes, with a focus on customer service to provide technical services to the faculty, staff and students of the College. There will be hands-on training through onsite support as well as training in hardware and software troubleshooting. Products such as Service-Now, Microsoft Deployment Server and Symantec Ghost will be used throughout this portion of the internship.

- Server Administration
 - The goal is to gain experience with server management, working with our system administration staff to introduce concepts such as virtualization, backup and disaster recovery, change management and automation. There will be an introduction to enterprise versions of VMWare for both server and virtual desktop deployments, as well as an introduction to Linux systems administration.

- Scripting and Automation
 - The goal is to automate a series of tasks and operations using various programming tools and languages. There will be an overview of the Microsoft Deployment Server development environment, along with exposure to Group Policy and Active Directory.

Requirements

- An interest in information technology
- Detail-oriented
- Ability to meet deadlines consistently
- Excellent interpersonal and communication skills
- Willingness to help out as needed
- Strong written and oral communication skills
- Familiarity with either Microsoft Windows, or Mac OS.

Hours

The hours for this internship are flexible, up to 6-10 hours per week during the Fall 2018 semester. We will work with you to accommodate the times you are available Monday through Friday between 9 a.m. and 5 p.m. CAS Information Technology is located at 685 Commonwealth Avenue, room 331.