

**Information Technology Intern**

**Start Date: Immediately**

**Team: Information Technology**

**Location: Brooklyn or Connecticut**

**Summary**

The Information Technology Intern will support the AF IT Team to build and maintain the infrastructure and networks used across two states and 17 locations. The ideal candidate will possess excellent interpersonal and communication skills and be extraordinarily self-directed and courteous.

**Responsibilities of the Information Technology Intern include:**

* Technology Infrastructure
  + Manage network operations and internal IT/tech support for 3-4 charter schools
  + Ensure exceptionally reliable internet, e-mail, and network functions at 3-4 locations
  + Provide technical support for servers, LAN, wireless LAN, PCs, printers, and VOIP telephones
* IT Operations
  + Work closely with vendors to ensure seamless operations
  + Order, receive, and process equipment as required by demand

**Skills and Characteristics**

* Motivated, self-starter, able to work independently and as part of a larger team
* Strong knowledge of Windows 7, Windows XP, Microsoft Office Products, Imaging technologies, virus and spyware removal
* Knowledge of Active Directory user and computers
* Knowledge Windows Server 2003 & 2008, Avaya and Cisco phone systems, Cisco wired & wireless networking a plus
* Belief in the Achievement First mission and educational model
* Maturity, humility, strong work ethic, sense of humor, and “roll-up-my-sleeves” attitude
* Strong written and verbal communication skills

**Educational Background and Work Experience**

* Bachelors degree from a competitive college or university
* 1-5 years of hands-on networking and technical support experience (hardware and software)
* Previous customer service or help desk experience strongly preferred