

Information Technology Summer Intern (Connecticut/Rhode Island)

Start / End Date: June 3rd – August 30th, 2019
Team: Information Technology
Location: CT/RI (travel required within CT and Rhode Island)

About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 36 public charter schools in Brooklyn, Connecticut, and Rhode Island. The mission of Achievement First is to deliver on the promise of equal educational opportunity for all of America’s children. We know that every child—regardless of race, zip code, or economic status—deserves access to great schools. Achievement First currently educates more than 13,300 students in historically underserved neighborhoods, with over 90% of our students identifying as Black or Latinx. For more information about the Achievement First mission, model, our schools and team, please visit our website at www.achievementfirst.org.

Summary

The Information Technology (IT) Summer Intern is a key member of Achievement First’s IT Team and will help to ensure that information technology equipment/systems are in place and operational throughout all of our charter schools. The Intern will work closely with the other members of the IT team, but will report to the Director of IT Support. The ideal candidate is an intelligent, driven, personable, and hard-working individual with a “whatever it takes” approach to accomplishing goals.

Responsibilities of the Information Technology Summer Intern will include but are not limited to:

- Overall
 - Must be customer-service oriented and willing to learn new techniques
 - Must be willing to travel between multiple school sites
 - Create and maintain technology documentations
 - Able to organize and inventory Technology items
- Technology Infrastructure
 - Assist in the installation of IT equipment and infrastructure at school sites
 - Provide tier one technical support for wireless, LAN, laptops, printers, and VOIP telephones
 - Engage in moderate physical activity as needed for moving technology equipment
- Laptop/Chromebook Setup
 - Will be responsible for reimaging staff and student chromebooks
 - Will be responsible for setting up student chromebooks and carts
 - Will be responsible for ensuring laptops, carts, chromebooks are clean and functional
- Staff Support
 - Support the IT team to provide training and technical support for a growing network of 500+ staff members

Skills and Characteristics

- Acute attention to detail
- A high degree of tech literacy
- Must have strong communication skills, both written and oral
- Strong organization and prioritization skills
- Ability to multi-task and the desire to work in a fast-paced, highly disciplined, but sometimes unpredictable school environment
- Must take direction well and be motivated self-starter with the ability to work independently and “own” projects
- Maturity, humility, strong work ethic, sense of humor, and roll-up-my-sleeves attitude
- Belief in the Achievement First mission and educational model

Educational Background and Work Experience

- Current undergraduate student or recent college graduate with a major or minor in an IT-related discipline
- 1-3 years of previous hands-on technical support experience (hardware and software)
- Demonstrated leadership or project management experience
- Experience with imaging, MS Office 2010/2013/2016, Windows 7/10 and troubleshooting printers are a plus

This position will require travel between multiple locations within Connecticut.

Compensation

Interns will receive a **\$15.00/hour** salary.

To Apply

Complete this [linked application form](#) and submit both a resume and a thoughtful cover letter. Applications without a cover letter will not be considered.

Achievement First is an equal opportunity employer and an organization that values diversity. People from all diverse backgrounds are strongly encouraged to apply. Spanish language proficiency is a plus. You can learn more about diversity at Achievement First here: <http://www.achievementfirst.org/about-us/diversity/>.