

Information Technology Intern (Brooklyn, NY)

Start / End Date: ASAP (4-week project)
Team: Information Technology
Location: Brooklyn, NY

About Achievement First:

Achievement First serves 15,000 students in 41 schools in five communities across Connecticut, New York, and Rhode Island. All of our students come to us through blind lottery. The majority are Black, Latinx, and children from low-income families who will be the first in their families to graduate from college. 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. 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) 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 our charter schools. The Intern will work closely with the other members of Team IT but will report directly to the designated Intern Manager. The ideal candidate is an intelligent, driven, personable, and hard-working individual with a "whatever it takes" approach to accomplishing goals.

Responsibilities of the IT Intern will include but are not limited to:

- Overall
 - Must be customer-service oriented and willing to learn new techniques
 - Able to create and maintain documentations using Google Docs and Sheets
 - Able to organize and inventory Technology equipment and tools
 - Must follow directions and be detail oriented to ensure the accuracy of work
 - Punctuality is a must. Expect to work 20 hours per week on a part time schedule
- Technology Infrastructure
 - Ability to troubleshoot laptop hardware, software and wireless network issues
 - Provide tier one technical support for wireless, LAN, laptops, printers, etc
 - Engage in moderate physical activity as needed for moving technology equipment
- Laptop/Chromebook Setup
 - Will be responsible for imaging staff laptops and loaners
 - 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 troubleshooting and training for a growing network of 500+ staff members

Skills and Characteristics

- A high degree of tech literacy
- Acute attention to detail
- Must have strong communication skills, both written and oral
- Ability to multitask, has strong organization and prioritization skills
- Have 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

Educational Background and Work Experience

- Current undergraduate/recent college graduate with a major or minor in an IT-related discipline or having at least 1-year hands-on technical support experience
- Demonstrated experience working successfully in a tech troubleshooting capacity
- Experience with imaging, MS Office 2013/2016, Windows 7/10 and troubleshooting laptop and wifi issues

Compensation

Interns will receive an **hourly wage and some transportation benefits**. Can potentially be extended beyond the 4-week period.

To Apply

Complete this [Application Form](#) and submit both a resume and a thoughtful cover letter.

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/>.

Achievement First requires vaccination against COVID-19 for all employees. Reasonable Accommodations based on a qualifying disability or sincerely held religious belief are being considered in accordance with applicable law. [Click here](#) to read our full policy.