

CITY OF SCRANTON INFORMATION TECHNOLOGY DEPARTMENT
INTERNSHIP

Internship Function:

Through this internship in the Information Technology Department of the City of Scranton, you will have the opportunity to observe and engage in nearly every level of making the City's critical data and technology functions run smoothly. This hands on opportunity is unique in its breadth and depth, as well as offering experience in many of the special considerations that IT applications have within government and the public sector more broadly.

The intern will be under the general supervision of the Director of the Department of Information Technology and his Deputy.

Potential Duties and Responsibilities:

1. Respond to and manage Helpdesk inquiries and participate in troubleshooting on a case-by-case basis
2. Participate in network monitoring, the backup of various City operations, and the overall maintenance of the network
3. Assist in migrating from the City's onsite exchange based email service to a cloud solution
4. Research potential software and hardware refresh opportunities/needs, particularly for the network, and participate in execution
5. Addressing general IT needs among City departments on a case-by-case basis

Skills & Background:

1. General understanding of technology and common hardware/software systems
 - a. Confident grasp of Windows 7 a must
2. Background in Computer Science or related fields preferred.
3. Some background in networking also preferred
4. High proficiency in the Microsoft suite of applications
5. Ability to accurately deal with difficult and sensitive situations.
6. Excellent communication skills (written and oral).
7. Ability to problem solve and quickly pivot from task to task

Hours:

This internship would be 10 hours per week. Tuesday-Thursday are the preferred days, with the timing preference between 1:00pm and 4:30pm. The internship would take place at City Hall, 340 North Washington Ave. in downtown Scranton.

To apply to this position, please email your resume and cover letter to Julie Shumacher Cohen, Director of Community & Government Relations, at julie.cohen@scranton.edu

