



IT Support Internship

Fall 2019

About the Organization:

Research for Action (RFA) is an independent, non-profit educational research organization that seeks to use research as the basis for the improvement of educational opportunities and outcomes for traditionally underserved students. With over two decades of experience, our work is designed to strengthen public schools and postsecondary institutions; provide research-based recommendations to policymakers, practitioners and the public at the local, state and national levels; and enrich the civic and community dialogue about public education.

Project Description:

The role of technology within RFA is to ensure the efficiency, reliability, and success of the technology solutions offered to the research and administrative staff.

Intern Role:

The intern will assist the IT Manager in the support and implementation of technology within RFA. The intern will have an opportunity to be exposed to a variety of technologies and have the opportunity to support, troubleshoot, and maintain RFA technology solutions.

Intern Tasks:

- Troubleshoot hardware and software issues
- Configuration of software packages
- Setup and configuration of new computers or rebuilding older computers
- Assisting staff with utilizing various office technologies
- Troubleshooting, maintenance, and set up of printers
- Creating and maintaining documentation and asset databases
- Support of conference room AV technology
- Assist with network and server maintenance, monitoring, and development

Skill Set and Experience:

Knowledge and understanding (hands-on experience not necessary) of enterprise technology solutions such as Active Directory and Group Policy, Exchange, File/Print Servers, Basic Networking, and Cloud Hosted Software. Strong communication skills, Experience utilizing Microsoft Office products at an advanced level, Hands-on or virtual lab experience with Server and/or Network administration a plus.

Hours Per Week: 20 hours per week

Other Information:

- Fall internships run from September - December
- Exact start and end dates are based on the needs of the project and the availability of the intern.
- Applications will be considered on a rolling basis until all positions have been filled. Research for Action qualifies for work study and PHEAA. Interns may also be eligible for course credit. Interns not receiving work-study will be paid \$8.00/hr.
- Please include resume and cover letter with application.
- If hired, a Form I-9, Employment Eligibility Verification, must be completed at the start of employment (reference page 3 of the I-9 Form for acceptable forms of ID).
(https://www.uscis.gov/system/files_force/files/form/i-9-paper-version.pdf)

To apply: <https://app.smartsheet.com/b/form/3141dfacd3bb4e28bffc2d48ae936396>

For more information: <https://www.researchforaction.org/>