



IT Intern

About the Organization

Research for Action (RFA) seeks to use research as the basis for the improvement of educational opportunities and outcomes for traditionally underserved students. 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.

Location of the Internship*

This is an on-site internship position at RFA's headquarters, at 100 South Broad Street, Suite 700, Philadelphia, PA 19110. In case RFA's offices remain closed, this internship may be offered remotely. To be considered for remote internship, interns must meet tech requirements described in Other Requirements section below.

Intern Role

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. The IT 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

Duties include, but are not limited to:

- 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
- Other tasks, as requested

Skill Sets 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.

Other Requirements*

If working remotely, we require that you have access to a personal computer with an up-to-date Mac or Windows operating system, up-to-date antivirus software, a functional webcam and microphone, and a stable internet connection at your residence.

Hours Per Week: 20 hours per week.

Other Information

- For this position, interns not receiving work-study will be paid \$8.00/hr.
- Only complete applications including Resume & Cover letter will be taken into consideration for the internship hiring.
- At the time of application, must be actively enrolled in an accredited college or university, as a sophomore, junior, senior or graduate student in good standing. Students might be eligible for continuation of their internship after graduation.
- Summer internships run from May-September.
- 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.
- 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)
- If hired, please note that RFA will require a technology check of your remote system to ensure your working environment is compatible with ours.

Research for Action is an Equal Employment Opportunity Employer that is committed to building a culturally diverse staff. We strongly encourage applications from candidates of all backgrounds.