



3075 Vintage Blvd, Suite 200, Juneau, Alaska 99801 (907) 790-4990; Fax (907) 790-4999

Title: Information Technology Intern

Department: Information Technology **Hours of Work:** 40 hours
Category: Internship **FLSA Status:** Non-Exempt
Salary/Grade Level: DOE **Date Approved:** 2/2016
Reports to (Supervises/Liaison): Chief Technology Officer

INTERNSHIP SUMMARY

This internship will be based at the Goldbelt Hawk National Capital Area Office in Alexandria, VA. It is offered as a career development opportunity to Goldbelt shareholders and descendants. The internship will provide the selected candidate an opportunity to explore the field of information technology and gain hands on experience monitoring network servers and physical network infrastructure and assisting the IT personnel providing routine maintenance, troubleshooting, and Service Desk support as needed.

Position will support IT personnel on various projects including daily monitoring of services and infrastructure, provisioning of user access, and general preventive maintenance. Depending upon the successful candidates chosen field of study and interest, the position may also support management of content published using Drupal Content Management System. The successful candidate will gain a broad base of exposure to service management, operations, and support for a diverse and complex network infrastructure supporting SLA's requiring 99.999% uptime.

NECESSARY SKILLS AND KNOWLEDGE

- Excellent computer skills with a working knowledge of Windows, standard computer architecture, and Microsoft Office;
- Good communication skills, both written and oral;
- Ability to provide outstanding customer service;
- Demonstrated ability to manage multiple priorities and deadlines in a fast-paced, demanding ops-tempo work environment;
- Flexibility and motivation to work independently and within a team;
- Positive attitude and willingness to learn; and
- Should have outstanding problem solving skills.

MINIMUM QUALIFICATIONS (education, experience, skills)

- Eligible for participation in Goldbelt's Career Development Program;
- Working towards an Associate's, Bachelor's or graduate degree in Computer Science or Engineering or other related program of study; and
- Must be available to work out of Goldbelt Hawk's Alexandria, VA office for a minimum of 12 weeks, longer work engagements are encouraged.