

Town of New Milford

JOB CLASSIFICATION DESCRIPTION

Information Technology Department
Job Title: **IT Intern**

Unpaid, may qualify for educational credits.

Job Summary:

The IT Intern will assist the Information Technology staff in the responsibilities of administering Town and Police Department computer systems. These responsibilities may include maintaining, upgrading and managing our software, hardware, and networks. Resourcefulness is a necessary skill in this role. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of teams and users at all levels of technical aptitude. Your goal will be to ensure that our technology infrastructure runs smoothly and efficiently while learning the skills and responsibilities of an IT job in local government. The ideal intern is a team player who is willing to pitch in and help whenever needed on a small team with a lot of energy, creative enthusiasm, ambition, and responsibility.

Supervision Received:

Works under the supervision of the Director of Information Technology or the Systems Administrator in the Director's absence.

Examples of Internship Responsibilities:

- Assist with the maintenance, configuration, and reliable operation of Town & Police Department (PD) computer systems, network infrastructure, servers, and virtualization environments.
- Install, manage, and upgrade computer/network/software/security components of Town & PD IT infrastructure and endpoints
- Assist IT Staff with the Implementation and management of physical and virtual servers
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues
- Performing Maintenance on Mobile Device Management Suite.
- Setup and Support of mobile devices for Town & PD Operations
- Create/Maintain documentation
- Assist with desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Assists the IT staff with project management
- Assists in working with Vendors to resolve issues, working on projects and helping to determine what technology best suits the needs of Town & PD Operations
- Assists with maintaining assets and inventory
- Performs other duties that are necessary and appropriate

Knowledge, Skills, and Abilities:

- Demonstrated knowledge of information technology principles, concepts, and component use.
- Demonstrated ability to analyze computer problems on a Windows-based system. Implementing a solution for the problems.
- Basic understanding of Networking fundamentals

- Understanding of Active Directory
- System administration and IT certifications in Linux, Microsoft, or other network-related fields are a plus
- Working knowledge of iOS and/or Android Devices. Knowledge of both is a plus
- Working knowledge of virtualization, VMWare, or equivalent
- Working knowledge of and ability to work with and configure systems and networking software, hardware, and networking protocols
- Demonstrated experience with scripting and automation tools
- Strong written and verbal communications skills and the ability to communicate complex technical issues to individuals with varying technical aptitude or awareness requires

Education, Training, and Experience:

- This position is ideal for a student enrolled in an A.S. or B.S. degree program in Information Technology, Computer Science or related discipline
- Must hold a valid Connecticut motor vehicle license and be able to drive throughout employment

(The above description does not include each and every job duty requirement.)

Revised: 8/2/2022

Working Conditions, Physical and Mental Requirements:

May be exposed to inclement weather in carrying out essential duties. Incumbents in this class must have adequate physical strength, stamina, physical agility, and visual and auditory acuity, and must maintain such physical fitness as to be able to perform the duties of the position. A physical examination may be required.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Frequency:	N	O	F	C	Frequency:	N	O	F	C
Physical Demands:					Depth Perception				X
Standing				X	Color Distinction				X
Walking				X	Peripheral Vision				X
Sitting			X		Driving			X	
Lifting			X		Physical Strength:				
Carrying			X		Little Physical Effort (-10 lbs.)			X	
Pushing			X		Light Work (-20 lbs.)			X	
Pulling			X		Medium Work (20-50 lbs.)		X		
Climbing		X			Heavy Work (50-100 lbs.)		X		
Balancing		X			Very Heavy Work (100+ lbs.)		X		
Stooping		X			Environmental Conditions:				
Kneeling		X			Cold (50 degrees F or less)		X		
Crouching		X			Heat (90 degrees F or more)		X		
Crawling		X			Temperature Changes			X	
Reaching			X		Wetness		X		
Handling				X	Humidity		X		
Grasping			X		Extreme Noise or Vibration		X		
Twisting			X		Exposure to Chemicals		X		
Feeling			X		Exposure to Gases and Fumes		X		
Talking			X		Exposure to Unpleasant Odors		X		
Hearing				X	Exposure to bodily fluids	X			
Repetitive Motion				X	Exposure to dampness		X		
Hand/Eye/Foot Coordination				X	Confinement to a Small/Restricting Area		X		
Visual Acuity/Near				X	Mechanical Hazards		X		
Visual Acuity/Far				X	Physical danger		X		

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Town when necessary.