Intern Requisition Form

Internship Title:	Intern, IT	Manager:	Depends on candidate – Director, IT Infrastructure or Director, Application Architecture
Department/Group:	Information Technology (IT)	Date Requested:	Summer 2017

Job Description Information

DEPARTMENT & POSITION SUMMARY

The Information Technology (IT) Department enables the organization's strategic evolution with innovations and process improvements driven by enhanced information technology capabilities and solutions.

Position Summary: Candidate will be part of an 8-person technology department which supports approximately 350+ domestic and international end users with a geographically disperse and hybrid server environment deployed in Americares and Cloud data centers. IT provides standard commercial and custom applications in support of business productivity, operations management, supply chain management, medical service delivery and emergency response. We embrace a variety of technologies including Android, Apple, PC, Linux, Azure, BlackBaud, Office365, and other enterprise products. The department is also responsible for general technology equipment needs such as conference and AV tools, emergency response tools (Satellite phones, BGAN data units, etc.) and other related equipment.

RESPONSIBILITIES

Daily/Weekly/Monthly:
1. Assist with implementing a system backup strategy
2. Assist with Business Continuity planning
3. Respond to Help Desk tickets relevant to assigned responsibilities
4. General research and recommendations on needed tools and applications

Long Term Projects:
1. Build an application using RAD tool to manage item master clean up
2. Network / Systems documentation
3. Potential projects for managing implementation of new hardware or software tools
4. Work with IT Leadership to gather, document and store SLA's, Policies and Scheduling

PREFERRED SKILLS

Skills:

There are a variety of potential quality projects available in the Americares IT Team. The following is a list of potential experience needs across a wide base of technologies. Candidates will be chosen based upon applicability to the tasks at the time and are not expected to have all the qualities listed below.
1. Pursuing a degree with a major in Computer Science, Information Systems, Business Administration or closely related field
2. Interest in pursuing ISACA, COBIT or Microsoft technical certifications a plus
3. 1+ years' experience with Web Services, JSON, XML, REST technologies, .NET, C#, MVC

4. Database design and reporting skills and experience
5. Proficient in fundamentals of object-oriented design, data structures, algorithm design, problem solving, and complexity analysis
6. Knowledge of current hardware and software technologies and uses to include: networks, communications, security and related technologies.
7. Ability to utilize current word processing, spreadsheet, database, e-mail and Internet software

EXPERIENCED GAINED

1. Knowledge of applications in Supply Chain and Inventory Management for pharmaceuticals
2. Application development experience using agile methodologies and Rapid Application Development toolsets; integration with legacy systems, and APIs.
3. An understanding and practical application of COBIT Methodologies: (Control Objectives for Information and Related Technologies) is a good-practice framework created by international professional association ISACA for IT management and IT governance. COBIT provides an implementable set of controls over information technology and organizes them around a logical framework of IT-related processes and enablers.
4. The ability to solve problems and demonstrate sound analytical and decision-making skills through information technology
5. Experience working in a global enterprise level IT team.