

**POSITION DESCRIPTION**  
Klingberg Family Centers, Inc.

**Title: Information Technology Intern**

**Function:**

Under the supervision of the Director of Information Technology, assists in the continuous monitoring, maintenance and upgrading of Klingberg's on-going management information systems.

**Capabilities Required:**

The incumbent must possess a general understanding of management information system and principles; support the IT team in maintaining hardware, software, and other systems; assist with troubleshooting issues and provide technical support; organize and maintain IT resources; and lend IT support in areas such as cybersecurity, programming, analytics, and data center management

**Use of Capabilities:** (Illustrated by typical activities)

1. Install, diagnose and repair printers, modems and other peripherals., etc.
2. Perform hardware upgrades (memory, hard disks, CD-ROMs, power supplies, etc.).
3. Install new software, upgrade existing.
4. Pick up and deliver computers within the agency.
5. Troubleshoot software problems and provide software support to users. (Help Desk duties)
6. Assist the Director of IT in the maintenance of the network and all its component parts, hardware and software.
7. Participate in special projects as assigned.

Use of capabilities is characterized by sensitivity to and appreciation of various internal and external organizational data requirements; the ability to facilitate change persuasively; and by skill and understanding in the maintenance and continual upgrading of the IT program and its objectives.

**Authority:**

In this assistance role, the exercise of authority is seldom required. Results are achieved by tact, skill and persuasion within the limits of sound professional principles and practices, agency policies and procedures, and through the direction of the Director of Information Technology.

**Education/Experience Requirements:**

/

Information Technology Assistant 4/30/99

- Pursuing a degree in Computer Science, Information Technology, or Management Information Systems major with a minimum GPA of 3.0.
- Familiar with Java, .NET, JavaScript or HTML/DHTML and Microsoft Office Suite
- Familiar with Google Gmail and Microsoft Exchange Server Platforms
- Strong verbal and written communication
- Excellent analytical and problem-solving skills
- Ability to work well in teams
- Strong work ethic and attention to detail

---

Employee's Signature

---

Date

---

Supervisor's Signature

---

Date