

INFORMATION TECHNOLOGY INTERN

DISTINGUISHING FEATURES OF THE CLASS: This work involves a variety of duties which include, but are not limited to, website development, social media engagement, Tier 1 technical support, user training and intranet development. All work is performed under close direction. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the website content design, development, and posting of web pages;
 Assists in social media engagement efforts;
 Assists in providing Tier 1 technical support;
 Assists in developing documentation for Tier 1 technical support and maintenance;
 Assists in developing user training programs and guides;
 Assists in the installation, and continuous technical support of software applications on personal computers, tablets and mobile devices;
 Assists in the evaluation and recommendation to management of software applications;
 Assists in conducting customer training in structured and non-structured environments.
 Consults with Department Head and/or immediate supervisor.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Internet/Intranet environments and integrated development; good knowledge of social media engagement; good knowledge of HTML authoring tools; knowledge and experience with network infrastructure; ability to investigate problems and develop appropriate solutions; ability to plan and implement complex action planning; ability to understand written and oral communications; initiative and resourcefulness.

MINIMUM QUALIFICATIONS: Current, full-time enrollment in a regionally accredited college or university in a computer science, on-line media, geographical information systems (GIS), computer information systems, cybersecurity, geography, or a closely related field, Bachelor's or Associate's Degree program AND completion of one (1) year or more of study.

SUBSTITUTION: Possession of twelve (12) college credits in geographical information systems (GIS course work may be substituted for the computer science, online media degree programs. (Transcripts are required in order to claim this substitution.)

NOTE: An individual may not be appointed, temporary, to this title no more than three intern periods, to accommodate the Co-Op structure of information technology degree programs and students with multiple disciplines.

APPROVED: MARCH 16, 2016

REVISED: 5/5/2017; 2/28/18; 4/24/19; 2/19/20, 2/8/22

CIVIL SERVICE CLASSIFICATION: NON-COMPETITIVE

PENDING JURISDICTIONAL CLASSIFICATION BY NYS CIVIL SERVICE COMMISSION