**Employer:** **Location:**

**Position:** Systems Analyst Intern

**Salary:**

**Availability:**

**Preferred Interest:** Computer/IT Support or Marketing

**Expectations:**

*Students will work in this internship to develop competencies and knowledge in the Computer/IT Support and* Systems Analytics *industry to enable them to better discern a career in these occupational areas. Students will start by observing and learning and progress to executing tasks as directed by their supervisor. Students will be expected to meet the same criteria as full-time employees regarding a drug-free workplace, maintaining confidentiality, and meeting the requirements of their particular position in the hours employed. Employers will be expected to provide a safe work environment according to the Occupational Safety and Health Administration (OSHA) and comply with Federal and Ohio Minor Employment Laws if the student is under 18.*

**Responsibilities:**

* Work with organization Technical Support to assist with organizational IT support requirements.
* Conduct research on best practices in organizational IT processes and procedures.
* Build organizational documentation on IT processes and procedures.
* Assist with deploying, testing, maintaining, and troubleshooting core business applications, including application servers, associated hardware, endpoints, and databases.
* Assist in database management and entry.
* Assist in website management and modifications.
* Create software user manuals for future users.
* Assist in other department IT needs.
* Research best practice in cyber security and share results with the organization.
* Assist with computer inventories and documentation.
* Assist with computer software updates.
* Assist with Google form data analysis.
* Assist with Social Media and website analytics.
* Training users on how to appropriately utilize their computer systems
* Preparing costs and benefits analysis on systems

**Desired Skills:**

* Self-starter to ensure continued engagement through the end of the program.
* Interest in learning and exploring information security domains and capabilities.
* Ability to communicate clearly and effectively, both verbally and in writing.
* Pursuing an education in IT, Computer Science, Cyber, or relevant field.
* PC support and basic networking knowledge.
* A service-oriented learner with a technical mindset.
* Working proficiency in Microsoft Word and Excel and experience communicating through email.

**Educational Goals:**

* Exposure to Computer/IT Support andSystems Analytics career fields.
* Learn components of commonly used computer hardware and software.
* Diagnose customer problems and provide troubleshooting and issue resolution support.
* Become familiar with the use of computers, infrastructure, and peripheral devices.
* Gain knowledge of system administration, network security, information security policies, and firewall administration.
* Develop active listening, service orientation, critical thinking, judgment, and decision-making skills.