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

**Position:** IT / Data Analyst Intern

**Salary:**

**Availability:**

**Preferred Interest:** Computer Support or Systems/Data Analytics

**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:**

* Gather and research data to assist in decision-making.
* Research and document Agile best practices.
* Assist in creating playbooks and user training guides.
* Research and document transformation strategy best practices.
* Assist in creating requirements for the System Analyst Reporting needs.
* Create queries and dashboards as requested.
* Create documentation around the Requirement Analysis.
* Work with analysts to document design and recommendations.
* Work with organization Technical Support to assist with organizational IT support requirements.
* Conduct research on best practice in organizational IT processes and procedures.
* Build organizational documentation on IT processes and procedures.
* Assist in database management and entry.
* Assist in other organization IT needs.

**Desired Skills:**

* Working proficiency in and understanding of Microsoft Word and Excel.
* Ability to learn quickly and work independently.
* Ability to communicate clearly and effectively, both verbally and in writing.
* Understanding databases.
* A concept of User Experience.
* Self-starter to ensure continued engagement through the end of the program.
* Interest in learning and exploring information security domains and capabilities.
* Pursuing an education in IT, Computer Science, Systems/Data Analytics, or a relevant field.
* PC support and basic networking knowledge.
* A service-oriented learner with a technical mindset.

**Educational Goals:**

* Exposure to Computer/IT Supportand Systems 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.