INTERNSHIP OPPORTUNITY
INFORMATION TECHNOLOGY
ALABAMA COMMISSION ON HIGHER EDUCATION

The Alabama Commission on Higher Education is soliciting applications for an internship in its Technology Services Unit (IT). This IT Internship is designed to help you, the student, gain real-world experience in the workforce. The purpose of this job is to support the IT staff in software, hardware and all other technological tasks and issues along with any clerical duties that may arise.

RESPONSIBILITIES INCLUDE:

• Installs, configures and upgrades hardware, operating system software and application software
• Pro-actively anticipates, diagnoses and solves hardware, network, and software problems
• Maintains a record of all technical support requests and conducts follow-up with any tech requests that have been completed
• Updates basic webpage links and helps troubleshoot coding issues
• Assists users with operational questions or problems in the use of computer software applications and hardware
• Performs administrative/clerical duties
• Performs other tasks or assumes other responsibilities as may be assigned by the immediate supervisor

EDUCATIONAL/KNOWLEDGE REQUIREMENTS:

• Minimum Education: Sophomore in Computer Science or related field in college
• Needs to be self-directed and self-motivated
• Ability to work as a team member and to work independently
• Excellent oral communication, written communication, time-management and organizational skills
• Communicates and conducts oneself in a professional customer service representative
• Strong work ethic
• Attention to detail
• Excellent problem-solving skills
• Knowledge of Microsoft Office Products (Word, Excel, Publisher, PowerPoint, Outlook)
• Knowledge on Anti-Virus software, Adobe Suite
• Knowledge on CMS systems with the ability to read website coding (Java/HTML/XML/DHTML)

DEADLINE FOR APPLICATIONS: Open until filled.

SALARY: $10.00 an hour (10 to 20 hours a week, will work around school schedule)

PLEASE NOTE:

• Emailed applications only. Mailed or faxed applications will not be accepted.
• There will be a skills test during the interview process.

TO APPLY: In order for the application to be considered complete, the applicant must submit the following: (1) a cover letter (must be an attached letter, not an email), which addresses the specific educational/knowledge requirements outlined above (obvious website generated cover letters or emails are not acceptable); (2) a resume and (3) an ACHE Application (application may be found on www.ache.edu under “About Us/Employment Announcements”). Failure to provide all three documents will result in your application being considered incomplete. The agency will not contact applicants concerning missing documents.