



POSITION: IT Intern
SUPERVISED BY: Director of Information Technology

POSITION SUMMARY: Second Harvest Heartlands' Information Technology department is a small and dedicated team of professionals who work very closely with all departments in our organization. The Information Technology intern will assist IT department staff in technical support duties, documentation, as well as implementing solutions, tracking hardware and software inventory, assisting IT and other departments with reports, and training SHH staff on new and existing software.

DUTIES:

- Assist in troubleshooting issues.
- Help with upgrading network equipment.
- Assist in organization and maintaining IT resources.
- Assist in the daily operations of the department.
- Assist with various programming projects to accomplish the objectives of the department
- Create effective technology training material to help end users be more productive in their jobs.
- Brainstorm new technology solutions and help bring ideas to life.

LEARNING OBJECTIVES:

- Practical work experience and an introduction to Information Technology support
- Involve challenging opportunities, real technical projects, and interaction with staff
- Gain hands-on experience in the computer field
- Gain experience with the technical operations of a mid-sized nonprofit.

MINIMUM REQUIREMENTS:

- Strong computer skills
- Familiarity with Windows 10 and Office 365 is preferred but not necessary
- Must have ability to work independently as needed

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** 10-15 hours per week
- **Days of the week:** Flexible, must have some availability Monday - Friday
- **Time of the day:** Flexible, must have some availability during 8:00am – 5:00pm

HOW TO APPLY: Please submit cover letter and resume to Internships@2harvest.org