

# 2016 NYC SUMMER INTERNSHIP PROGRAM

## AGENCY NAME

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

## DIVISION

First Deputy Commissioner

ADDRESS1 2 MetroTech, 4th Floor

ADDRESS2 Brooklyn, NY

CONTACT NAME DoITT Internships

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PHONE

FAX

## AGENCY DESCRIPTION (Max characters 3000)

The Department of Information Technology and Telecommunications provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life --from public safety to human services and education to economic development.

## UNIT DESCRIPTION (Max characters 1000 )

The successful candidate will serve as an Intern on the Policy and Strategic Planning (PSP) team within the division of the First Deputy Commissioner. PSP has four core functions: 1) manage development and maintenance of all DoITT and Citywide IT policies; 2) play a leading role in agency planning, as with the DoITT Strategic Plan of 2015-2017; 3) review and improve critical cross-functional technical processes; and 4) coordinate Citywide IT Collaboration.

## POSITION TITLE (Max characters 100)

Policy and Strategic Planning Intern

## INTERNSHIP RESPONSIBILITIES (Max characters 1500 )

The Policy and Strategic Planning Intern will support all four of these functions, with a focus on:

- 1) Implementing and evaluating the Strategic Plan, particularly by updating the performance metrics to support the mission to serve agencies better
- 2) Support the establishment of an IT Collaboration program among City agencies
- 3) Support the establishment of a formal process to improve critical cross-functional technical process within DoITT

Core tasks and responsibilities include but are not limited to:

- Organize, manage, and conduct basic data analysis of Strategic Plan Key Performance Indicator (KPI) data and support agency-wide project tracking;
- Support the content management of a suite of IT collaboration platforms, e.g. Microsoft SharePoint, to facilitate technical discussions and knowledge-sharing on enterprise technologies among City agencies
- Conduct research, support project planning, engage with DoITT technical leads, facilitate workshops and meetings, and help write final reports and recommendations related to improve DoITT processes and customer service delivery.

The Summer Intern will develop their analytics and research skills in the domains of data analysis and IT as well as build experience with project planning, team work, and technical writing. They will be responsible for delivering a project plan for updating the Strategic Plan performance metrics as well as support the establishment of an IT Collaboration program and process improvement program.

**QUALIFICATIONS/SPECIAL SKILLS/AREA OF STUDY (Max characters 1500 )**

Candidates should be currently enrolled in a graduate academic institution or have recently graduated. Exceptional undergraduate candidates will be considered. Previous experience in a professional setting is preferred, especially with any experience working with information technology or government operations.

The successful candidate should possess the following: strong skills in structuring research and in research methods; excellent quantitative analytical skills - experience with IT product research a bonus; experience writing reports and producing recommendations - in topics related to software and technology procurement and / or asset management preferred; some familiarity with application development and data center infrastructure; knowledge of Microsoft office programs such as Excel, PowerPoint, Word and Access as well as Project Management software; outstanding collaboration and team building skills; strong written and verbal communication skills; the ability to manage multiple tasks under tight deadlines.

**APPLICATION PROCESS (Max characters 700 )**

Please e-mail resume indicating the JVN number (JVN# DOITT-005-Governance & Management Analysis) on the subject line to [Doitt.Internships@doitt.nyc.gov](mailto:Doitt.Internships@doitt.nyc.gov)

**SALARY RANGE**

\$10.00 per hour

Internship may be used to fulfill college credit requirement

**ADDITIONAL INFORMATION / COMMENTS (Max characters 700 )**

Internship begins in early June and will last 13 weeks.