

2016 NYC SUMMER INTERNSHIP PROGRAM

AGENCY NAME

NYC DEPARTMENT OF TRANSPORTATION

DIVISION

DOT-007-ITT-IT Helpdesk and Technical Support

ADDRESS1 55 Water Street, 8th Floor

ADDRESS2 New York, NY, 10041

CONTACT NAME Sue Grecke

E-MAIL sgrecke@dot.nyc.gov

PHONE

FAX

AGENCY DESCRIPTION (Max characters 3000)

DOT's mission is to provide for safe, efficient and environmentally responsible movement of people and goods in the City of New York and to maintain and enhance the transportation infrastructure crucial to the economic vitality and quality of life of our primary customers, City residents.

Our Department serves all residents of New York City as well as commuters, tourists and other visitors that use our City's streets, sidewalks, waterways and public plazas. We also serve the trucking industry and other businesses that rely on our transportation infrastructure for their business needs. We serve users across different modes and needs including: pedestrians, cyclists, motorists, truck drivers, the elderly, the disabled and the very young.

UNIT DESCRIPTION (Max characters 1000)

Provide agency wide IT&Telecom support

POSITION TITLE (Max characters 100)

College Aide

INTERNSHIP RESPONSIBILITIES (Max characters 1500)

Configuration, integration, and maintenance of the Agency-wide Desktop Support, Help Desk Services, Agency-wide IT inventory, and the Agency Help Desk Call Center.

Students will learn the skills of configuration, integration, and maintenance of the Agency-wide Desktop Support, Help Desk Services, Agency-wide IT inventory, remote support the clients' IT requests and issues. Apply the knowledge learned from school to the real large scale enterprise environment.

Working as a Help Desk/Support technician, the intern will be providing desktop support to all DOT sites throughout the five boroughs. Responsibilities include the configuration, integration and maintenance of the Agency-wide Desktop Support, Help Desk Services, Agency-wide IT inventory and the Agency Help Desk Call Center. Respond to Help Desk tickets for Technical Support throughout the Agency. Assist in the inventory and salvage of all computer equipment assigned to the Agency. Provide help to receive and inventory IT equipment from vendors and mailroom. Troubleshoot and fix the IT issues for the clients remotely or onsite.

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

Undergraduate Student

Major: Computer Science or Electrical Engineering
Excellent customer service skill

Knowledge of Windows 7 OS including command-line functions and occasional registry editing; experience with MS Office 2003 2007 and 2010; experience with remote desktop knowledge of laptop and PC hardware and design; basic printer and network experience; experience with removing viruses and spyware using various tools. Image PCs and set up laptops, tablets and smartphones etc.

APPLICATION PROCESS (Max characters 700)

E-mail resume with cover letter to: sgrecke@dot.nyc.gov

SALARY RANGE

12.55 per hour

Internship may be used to fulfill college credit requirement

ADDITIONAL INFORMATION / COMMENTS (Max characters 700)

While school is in session, the College Aide is asked to work 17 hours a week. We will work with your schedule. While on summer break, the student is asked to work up to 35 hours a week. We do not work evenings or weekends.