IT INTERN I	3866
IT INTERN II	3850

DEFINITION

An IT Intern I performs entry-level technical duties in the field of information technology under immediate supervision, on a part-time basis while pursuing studies toward an undergraduate degree; undergoes training and assists staff in such fields as computer support, programming, infrastructure, and/or capital projects. An IT Intern II performs similar technical duties in the field of information technology on a part-time basis while pursuing an advanced degree in a graduate program.

TYPICAL DUTIES

Learns and applies policies, procedures, rules and regulations of the organizational unit and professional specialty to which assigned and based on the individual's experience and/or education, assists staff by participating in any of the following areas:

Computer Support

• Configure and install computers and printers
• Answer simple computer-related questions posed by school and/or office personnel
• Troubleshoot basic computer and printer problems
• Resolve basic software problems
• Route more difficult problems to technical staff
• Provide basic desktop support services and troubleshoot simple data communications problems for PC/LAN/WAN customer divisions
• May recommend appropriate hardware and software, and assist in their acquisition

Programming/ Infrastructure/ Capital Projects

• Assist with web development
• Design and maintain web pages
• Assist with applications support
• Assist with developing and testing documentation and software procedures
• Develop interactive forms and database-driven scripts
• Support database programming, analysis and design
• Work with spreadsheets, database functions and report generation

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Intern I works part-time, while pursuing an undergraduate degree in Information Technology or a related field, and performs a variety of duties of varying scope and difficulty to assist District staff on particular projects, thereby receiving practical training and experience in information technology classifications. An IT Intern II performs similar duties while pursuing an advanced degree in a graduate program. The education and work experience obtained by the Interns is intended to help

provide a pool of qualified candidates for entry into any number of classifications in technical specialties within the District.

A Microcomputer Support Assistant generally reports to a local site and installs and maintains computing systems, replaces malfunctioning components, and refers major hardware or software problems to service personnel.

SUPERVISION

Supervision is received from various administrators, directors, supervisors, and higher-level technical personnel. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Computers, peripheral equipment, software and hardware operation and usage including Windows operating systems and Microsoft Office
Computer terminology
Principles of software and hardware installation
Hardware mechanical functioning, basic electronics, and tools used for maintenance and simple repairs to computer equipment

Ability to:

Analyze and diagnose simple malfunctions of hardware and software
Learn the characteristics of new types and models of computers and peripheral equipment
Maintain effective working relationships with District personnel and service providers
Carry out written and oral directions
Work effectively with other District employees and the public
Plan, organize, and schedule work to meet deadlines
Communicate effectively in spoken and written English
Operate a computer and peripheral equipment
Prioritize work and multitask

Special Physical Requirement:

Safely lift and transport computer equipment weighing up to 50 pounds as needed

ENTRANCE QUALIFICATIONS

IT INTERN I

Current enrollment of 12 semester units or equivalent quarter units at a recognized college or university preferably with a major in an information technology field. A+ or Network+ certification is preferable.

or

Current enrollment of 12 semester units or equivalent quarter units at a technical or community college preferably in an information technology field. A+ or Network+ certification is preferable.

<u>IT INTERN II</u>

Status as a graduate student and current enrollment in a master's program at a recognized college or university, preferably supplemented by courses in an information technology field.

<u>Special</u>:

A valid California Driver License and use of an automobile may be required for some positions.

SPECIAL NOTE:

1. If appointed to a position, continued employment is contingent upon continued studies. Interns will be assigned to work up to 16 hours a week during the school semester. Interns will be hired for a single semester; however, depending on the quality of their work and their interest in continuing, individual interns may serve up to one fiscal year and/or 799 hours and may work up to 40 hours per week during the summer months when school is not in session. The employing division must ensure the assignment remains under the 799 hour limit. Upon completion of their internship, the interns may be recruited to compete for permanent classified positions within the District.

2. Employees assigned to these positions are paid in accordance with the established salary rates.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of the position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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PJO