



Title:
Computer Intern

Level:
N/A

FLSA Status:
Non-Exempt

Division:
Administration

Department/Location:
Finance

Employment Status:
Temporary

SUMMARY

The role of the Computer Intern will be to gain work experience by providing 1st level support for various software issues and provide basic end user training on systems used by ACUA employees. The intern will also be responsible for the creation and updating of documentation.

RESPONSIBILITIES

- Provide 1st tier support for various Microsoft systems including Sharepoint and CRM.
- Provide 1st tier support to various workstation and peripheral issues as requested by employees via the IT support request system.
- Update the status on all IT work orders completed.
- Proactively learn and use new technologies that IT plans to deploy to users. Pull together basic end user training curriculum and perform basic end user training sessions on a regular basis.
- Update and maintain IT computer inventory including addition of new hardware, barcode labeling of new equipment, removal/retire of old hardware and movement/relocation of hardware.
- Proactively learn and use new technologies that IT plans to deploy to users. Pull together basic end user training curriculum and perform basic end user training sessions on a regular basis.
- Perform other duties as directed by Supervisor.
- As needed and/or directed, assist the ACUA with its environmental mission and commitment to excellent customer service, to include but not limited to: serve in an advocacy role, help with site tours when requested, volunteer for events and activities that the Authority participates in or sponsors, and volunteer for community service, etc.
- Remain compliant with all training requirements for this position. The training requirements for this position are located on InsideACUA in the Employee Resources section (Blue Box) under Training Resources.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- A college student currently pursuing a Bachelor's degree in Information Technology, Management Information Systems or a related field.

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES

- Valid driver's license in good standing
- Proficient in Microsoft Office Suite (Excel, Word, Outlook, Access & PowerPoint)
- Proficient in troubleshooting basic issues on Windows 7, Microsoft Office 2007/2010, and other basic hardware problems such as printers, monitors, mice, keyboards etc...
- Inventory management skills/experience is a plus.
- Ability to learn new software applications quickly is a plus.
- Comfortable in doing basic user training for small groups of employees.
- Good problem solving skills.
- Exceptional interpersonal, customer service, organizational, analytical, written and verbal communication skills.
- Ability to exercise discretion and adhere to confidentiality when handling matters of a confidential or highly important subject matter.
- Flexible and able to adjust to shifting priorities without difficulty.
- Ability to take direction and work independently with limited supervision.

PREFERRED QUALIFICATIONS

- None

PHYSICAL REQUIREMENTS

The physical activities described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Essential functions are those functions that the employee who holds the position or the candidate that desires the position must be able to perform unaided or with the assistance of a reasonable accommodation. When possible, reasonable accommodations may be made for persons who are disabled under the law. Reasonable accommodations are those accommodations which, as defined under applicable State and Federal law, enable disabled individuals to perform the essential functions of their job title and to meet the Employer's expectations for the job title. While performing the functions of this job the employee:



ACUA

Atlantic County Utilities Authority

Constantly communicates, converses and exchanges information with customers, the public and other employees in person, electronically and/or via telephone. Constantly operates computer devices and/or business productivity machinery. Must be able to remain in a stationary position for at least 50% of the time. Frequently moves about inside the office to access file cabinets, office machinery, etc. Frequently moves and transports supplies, materials, equipment and/or mechanical components up to 49lbs. Occasionally moves and positions self for extended periods to work in tight, close, high and low workspaces. Occasionally operates hand, power, and other mechanical or maintenance tools and equipment. Occasionally ascends/descends ladders. Must be able to operate test instruments and tools requiring manual dexterity and good visual acuity. Must be able to be exposed to or work under the following conditions: near moving parts and large machinery, fumes or airborne particles, toxic or caustic chemicals, work in areas with excessive vibration, load noises and risk of electrical shock. Must have close, distance, color, peripheral and depth vision. Must be able to work safely at all times by observing all safety rules and regulations while utilizing all available safety equipment. Must be able to work in all outdoor weather conditions.

Job Description Acknowledgement

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| <i>Employee (Print Name):</i> | <i>Employee's Signature:</i> | <i>Date:</i> |
| <i>Supervisor (Print Name):</i> | <i>Supervisor's Signature:</i> | <i>Date:</i> |