



Job Description

Kittitas County, Washington

TITLE:	Intern		
<input type="checkbox"/> REVIEWED <input checked="" type="checkbox"/> MODIFIED	9/8/2021		
REPORTS TO:	The Information Technology Director		
DEPARTMENT:	Information Technology		
JOB SUMMARY:	The primary objective of the Information Technology (IT) internship is to provide practical real-life experience in a modern governmental IT department. The Intern will observe and may assist with service desk, systems administration, network administration, and application development commensurate with Intern's area of study and interest, and the department's need. The Intern will be required to maintain courteous and cooperative working relationships with county personnel, elected officials, and IT staff. All employees work under the guidance of Local/Federal/State regulations as well as County policies/procedures.		
CATEGORY:	Intern (Unpaid)	OCCUPATION CODE:	3877
AFFILIATION:	None	HOURS/WEEK:	16-30 hours
FLSA STATUS:	Not Covered	DRS ELIGIBILITY:	Ineligible
SUPERVISORY DUTIES:	None	PROBATIONARY PERIOD:	None

ESSENTIAL FUNCTIONS

Intern might have the opportunity to observe and/or assist with any or all of the following functions, depending on the student's area of interest and time available:

- Service Desk
 - Triage, prioritize, and document requests for service
 - Tier 1 support: research, resolve and respond to support requests
 - Install, update, support, and manage desktop, laptop, and tablet computer systems
 - Inventory computer hardware and software
- System Administration
 - Maintain virtualized data center (i.e., virtual servers, data storage management)
 - Maintain data security; access and authorization, life cycle, encryption, data loss prevention, and regulation compliance
 - Create and maintain user permissions and data directories
- Network Administration
 - Network cabling and organization
 - Operation and maintenance of network devices
 - Network troubleshooting
 - Network documentation
- Application Development

- Create end user how-to materials
- Create and edit web pages and applications
- GIS
 - Write wiki documentation of internal GIS processes
 - Migrate data between ArcGIS Online and Portal for ArcGIS
 - Publish data to ArcGIS Online and Portal as needed
 - Custom tool conversions from ArcMap to ArcGIS Pro
 - Troubleshoot issues with in-house developed GIS
 - QA/QC and create GIS data in various formats and platforms
- Other duties as assigned by the director

Members of the IT Department function as a team, each with unique skill sets, but work together and depend upon each other to accomplish its mission:

To support the business needs of Kittitas County government by collaborating with County departments and offices to provide appropriate technology tools, solutions, and assistance:

- *working with departments and offices as a team*
- *in a fiscally and operationally responsible manner*
- *adopting their technology needs as our own*
- *securely*
- *with creativity, respect, expertise, and professionalism*
- *communicating effectively at the appropriate comfort level with our customers*
- *while designing, maintaining, and supporting all County information technology infrastructure.*

MINIMUM QUALIFICATIONS

- Community college or undergraduate college student enrolled in a program focused on computer science or a related field of study
- Valid Washington State driver's license
- A criminal history and background check will be performed on qualified candidates. Convictions may preclude candidates from employment in certain circumstances. Factors such as relativity to the position, age and time of the offense, seriousness and nature of the violation, and rehabilitation will be taken into account.

REQUIRED SKILLS/KNOWLEDGE/OTHER

- Familiar with Microsoft Active Directory and current Microsoft Windows desktop operating systems
- Basic networking troubleshooting (familiar with IP addressing, basic commands such as ping/telnet, and cable testing)
- Understanding of HTML, CSS, and JavaScript (if assisting with application development)
- Active learner with interest in making the most of their internship opportunity
- Able to learn in an environment that can entail high-stress situations while maintaining a high level of customer service and professionalism
- Able to organize and manage multiple priorities
- Excellent problem solving and research skills
- Excellent oral and written, technical and non-technical communication and presentation skills
- Able to maintain confidentiality
- Able to work well with others and take direction/constructive criticism
- Honesty and a strong work ethic

WORKING CONDITIONS

Work is generally performed in an office environment with fairly dim lighting and potential exposure to dusty conditions. Travel to all County office locations might be required to assist with servicing computer systems, or to attend meetings and/or training opportunities. Must enjoy working with a diverse population of customers with varied levels of technology expertise. Sustained posture in a seated position and prolonged periods of computer operation; use of standard office equipment; strength to lift, pull, push and/or carry up to 30 pounds (possibly more with assistance); vision to read printed materials, a computer screen, and allow installation of equipment in all lighting conditions; and hearing and speech to communicate clearly in person or over the telephone. Must be able to reach with arms, grasp, sit, kneel, stoop, bend, squat, twist, crawl under office furniture, climb a ladder and stairs. Safety rules and regulations must be adhered to at all times.

Reliable attendance and punctuality are required and expected as mutually agreed upon during the term of the internship agreement.

PREPARED & REVIEWED BY

Must be completed with all revisions of the job description. A copy will be returned to the supervisor.

Supervisor Name

Title

Date

HR Representative Name

Title

Date

EMPLOYEE ACKNOWLEDGEMENT

I understand the job duties and responsibilities contained within this position description and as described by the immediate supervisor.

Employee Name

Date