City of New York
DEPARTMENT OF INVESTIGATION
Intern Vacancy Notice *Updated*

Intern Title: Desktop Support Intern	**Intern ID:** 0005	**Work location:** 180 Maiden Lane

Intern Description

As of August 2, 2021, all new interns must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

The New York City Department of Investigation (DOI) is one of the oldest law enforcement agencies in the country with a mission of combating municipal corruption. It serves the people of New York City by acting as an independent and nonpartisan watchdog for New York City government, City agencies, and City employees, vendors with City contracts, individuals and entities that receive City funds.

The Department of Investigation is seeking an Information Technology Intern to assist the DOI IT team with technical support duties, as well as implementing solutions, tracking hardware and software inventory, assisting IT and other departments with reports, and training DOI staff on new and existing software.

If selected, the intern will be fingerprinted and undergo a background investigation. In addition, for positions that have a law enforcement and/or investigative function, the candidate's consumer credit history will be reviewed during the background investigation, and as otherwise permitted by NYC Administrative Code § 8-107(24)(b)(2)(A)

This is a non-paid internship

Essential Duties:

- Support desktop and laptop end-users with IT related problems including responding to phone requests, setting up and administering new user accounts, and working through trouble-tickets with a focus on meeting or exceeding service level agreements.
- Assist with IT projects related to support and infrastructure.
- Configure and set up desktops and laptops for use.
- Support end-users with remote access including connectivity or other related issues.

Required Knowledge, Skills, and Abilities:

- Advanced PC skills in Windows 10 and Microsoft Office 2016 products
- Ability to multi-task and work within time constraints
- Critical thinking and problem-solving skills
- Basic troubleshooting, hardware and software skills

Post Date: 9/27/2022	**Post Until:** 11/30/2022

The City of New York is an equal opportunity employer and is strongly committed to a policy of non-discrimination. We are committed to recruiting a diverse and inclusive talent pool.