DEPARTMENT OF VETERANS' SERVICES

James W. Hendon
COMMISSIONER

Quamid Francis
CHIEF OF STAFF

Job Description: IT Support Intern
Business Unit: Information Technology (IT)
Application Due Date: Until filled

The mission of the Department of Veterans' Services is to connect, mobilize, and empower New York City's Veteran community in order to foster purpose-driven lives for New York City Service Members – past and present – in addition to their caregivers, survivors, and families. DVS fulfills this mission by providing New York City's 210,000 Veterans with essential services and programs focused on pivotal areas such as economic empowerment, housing security, benefits, health and wellness, and culture.

DVS will continue to strengthen its core services as well as find new ways to serve this dynamic population and ensure that Veterans – New York City's most civic-minded individuals – continue to serve as a major asset for the City.

Information Technology is in need of an IT Support intern to help provide support for our team. Reporting to IT Operations Manager and responsibilities will include:

**Technical Support**

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Providing support in the form of procedural documentation.

**Customer Service**

- Speaking to DVS Staff to quickly get to the root of their problem.
- Talking DVS staff through a series of actions to resolve a problem.
- Following up with DVS staff to ensure the problem is resolved.

**User Acceptance Testing**

- Testing and evaluating new technologies.
- Conducting electrical safety checks on equipment.
- Reporting results upon completion

**Preferred Skills:**

- A technical, logical thought process.
- Needs little to no supervision while performing assigned tasks.
- Some experience doing computer science related work, such as data analytics, though not required.
- Solutions-oriented with strong interpersonal skills
- Ability to work effectively with diverse populations
- Eagerness to learn new systems and material at fast pace

**Eligibility:**

- Compensation for this internship will be provided through the VA Work Study Program. Potential candidates who meet the preferred skill requirements must also meet the eligibility requirements of the VA Work Study Program as described below to be considered for this position.
    - Are enrolled in at least three-quarter time in a college degree, vocational, or professional program, and
    - Can finish the work-study contract while you still qualify for education benefits, and
    - Are using an approved VA education benefits program to pay for your education or training

Please provide a copy of your resume with cover letter that identifies veteran status, skills and experience skills, and VA Work Study eligibility.

Learn more about VA Work Study:

https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/work-study/