

January 22, 2019

TITLE: Information Technology Intern (2 vacancies)
EMPLOYMENT TYPE: Temporary (Non-Exempt)
DIVISION: Finance (Information Technology)
APPLICATION DEADLINE: Friday, March 1, 2019
PAY RANGE: \$18.00/hour
WORK LOCATION: 1250 San Carlos Avenue, San Carlos, California
WORK SCHEDULE: Starting June 17, 2019 – 320 Hours Maximum

INTERNSHIP PROGRAM MISSION:

The Internship Program gives students the opportunity to apply the skills that they have learned in the classroom. In addition, the program gives students the opportunity to consider a career in the transit industry. The interns will gain invaluable experience by partnering and learning from our team of professionals.

JOB SUMMARY: The Information Technology Interns will assist various IT personnel with day-to-day operations in Helpdesk, Software, Systems, and Network management and administration. Interns will be assigned a role in support of the IT internal Technology Refresh Project.

EXAMPLES OF ESSENTIAL FUNCTIONS AND DUTIES:

- Assist Information Technology (IT) Helpdesk personnel in processing email and telephone requests, which include receiving, logging and assigning work requests using Track- It application (software tool which tracks IT helpdesk tickets, as well as software and hardware inventory assignments).
- Respond to District user requests for service, troubleshoot problems and help develop solutions.
- Observe and actively participate with IT Analysts in troubleshooting hardware problems, gaining knowledge of performing system related backups and virtual desktop monitoring.
- Observe, and may assist, IT Analysts in supporting District staff in their presentations during SamTrans and Caltrain Board Meetings.
- Gain familiarity with antivirus software and network monitoring tools to promote District security.
- Observe and participate with Network staff in providing backup technical support for network including router, firewall, and wireless access point.
- Observe and participate with Systems Analysts and Database Administrators in their daily activities. This includes gaining knowledge of how maintaining system applications and databases play key roles in the functioning of the IT Department.
- Gain familiarity of customized District applications such as Trapeze and Spear, along with the Intranet (website Depot) and Ticket Vending Machines, etc.
- Contribute to SamTrans IT Department technical documentation, and participate in policy, procedure and standards development updates.

- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: The Information Technology Interns will work under the supervision of the Managers of IT Operations & Telecommunications, who will establish goals and objectives and evaluate performance.

MINIMUM QUALIFICATIONS:

- Must be currently enrolled as a junior or senior undergraduate, or a graduate student in college majoring in computer science.

OTHER REQUIREMENTS:

- Must maintain open communication and positive working relationships with all District staff.
- Must have the ability to work well with individuals who are at varying levels of computer proficiency.

SELECTION PROCESS MAY INCLUDE:

Applications will be screened for completeness and minimum qualifications. Finalists will be interviewed by a selection panel. Selected candidate will be subject to background investigation.

EMPLOYMENT BENEFITS AT SAMTRANS:

Free transportation on SamTrans buses. Incentives are offered for riding other forms of public transit, and for carpooling to and from work.

HOW TO APPLY:

Although we encourage applicants to apply online, we are still accepting paper applications.

- Apply online or complete a SamTrans Employment Application per instructions printed on the application.
- When completing the online application, please follow instructions on the Prospective Employee Reference Guide found at www.smctd.com/jobs.html. When completing the paper application, please specify the position for which the application is being submitted.
- Incomplete or improperly completed online or paper applications may be rejected even if you are qualified for the position for which you are applying. It is your responsibility to ensure that the online or paper application reflects the work experience and education needed to meet the requirements for the position(s) for which you are applying.
- Your completed application package must be received by the District's Human Resources Department by the specified deadline to receive consideration. Paper applications must be received by the Human Resources Department by 4:30 pm on the application deadline date. Online applications must be submitted prior to midnight on the application deadline date.

**The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please call (650)508-6288. SamTrans is an Affirmative Action/Equal Opportunity Employer
Minorities/Women/Persons with Disabilities/Veterans**