



POSITION DESCRIPTION

JOB TITLE & CODE:	Information Technology Intern (100956)
DEPARTMENT:	Information Technology
REPORTS TO:	Manager
FLSA STATUS:	Non-exempt

POSITION SUMMARY: The intern will be assigned to assist professional staff with providing computer hardware, software and technical support to various divisions within WVU Medicine Information Technology.

MINIMUM QUALIFICATIONS:

EDUCATION, CERTIFICATION, AND/OR LICENSURE:

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| 1. | Must be an undergraduate at the time of the internship and have completed, at minimum, one sophomore semester. |
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CORE DUTIES AND RESPONSIBILITIES: The statements described here are intended to describe the general nature of work being performed by people assigned to this position. They are not intended to be constructed as an all-inclusive list of all responsibilities and duties. Other duties may be assigned.

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| 1. | Adheres to the established policies of the WVUHS as well as the policies of the entity or entities where the IT team member is assigned to work and/or employed. |
| 2. | Assisting with user support requests. |
| 3. | Assisting with computer, hardware, and software setup. |
| 4. | Assisting with resolving problems with software products and systems. |
| 5. | Designing, running, and monitoring software tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement, and general debugging. |
| 6. | Understanding and assisting with software and hardware inventory management. |

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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| 1. | Frequent walking, standing, stooping, kneeling, reaching, pushing, pulling, lifting, grasping are necessary body movements utilized in performing duties through the work shift. |
| 2. | Intern must be able to respond quickly to visual and audible alarms generated by the systems that automatically monitor network devices. |
| 3. | Ability to sit for extended periods of time |

WORKING ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SKILLS AND ABILITIES:

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| 1. | Ability to handle and maintain confidential information. |
| 2. | Ability to work well under high stress conditions. |
| 3. | Ability to work independently or cooperatively as a team member. |
| 4. | Ability to adapt to various workloads and assignments. |
| 5. | Ability to work with multi-disciplinary groups and facilitates meetings. |
| 6. | Must have reading and comprehension ability. |
| 7. | Must be able to type. |
| 8. | Possess good oral and written communication skills. |
| 9. | Ability to prioritize tasks. |
| 10. | Must have independent decision-making ability. |
| 11. | Ability to work in a fast paced and rapidly changing environment must be flexible. |
| 12. | Must have awareness of the PC hardware components, desktop operating system software and application software. |
| 13. | Must have awareness of the PC Industry's current and emerging technology trends and direction, as well as a keen interest in computer-based information systems and technology. |
| 14. | Must possess excellent analytical skills and the ability to troubleshoot and resolve hardware and software problems. Should have the ability to research and understand technical documentation, and an understanding of how to apply various technical resources. |
| 15. | Able to interact effectively with management, staff and other WVUMedicine personnel, and work independently, and/or as part of a team. |

Date Reviewed/Revised: May 2020