Intern Position: Information Technology (IT) Intern
Location: Central Pennsylvania Food Bank - Harrisburg, PA
Reporting Relationship: Information Technology Manager
FLSA Status: Non-paid Internship
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Approved By: Lisa Kreider
Approved Date: January 2020

Position Summary: The Information Technology (IT) Intern will work under the guidance and direction of the IT Manager to become familiar with the operations of the Central Pennsylvania Food Bank (CPFB) and to assist in the general operations of the IT department, which includes, but is not limited to, computer maintenance, installation of software programs, and help-desk troubleshooting.

Learning Objectives and Goals:
- An overall understanding of the information technology operations in a small business.

Functions and Responsibilities:
- Implementation of software programs.
- Regular maintenance of computer systems.
- Monthly audit of facility software programs and licenses.
- Utilization of a help-desk program used by staff to facilitate assistance requests.
- Assist in implementing new hardware upgrades as needed.
- Assist in setup of networking systems for special events.

Other Duties:

- This intern description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the internship. Duties, responsibilities, and activities may change at any time with or without notice.

Education:
Internship is open to current freshmen through seniors working toward an Associate's or Bachelor's degree in Information Technology with a minimum overall GPA of 3.0.

Knowledge, Skills and Abilities:
- Strong organizational and communication skills with keen attention to detail.
- Knowledge of Microsoft Office 365 applications and operating systems.
- Ability to life and carry up to 30 pounds of equipment.
- Must have reliable transportation.