



JOB DESCRIPTION:

CITY OF TRAVERSE CITY

Summer I.T. Internship

POSITION SUMMARY

Under the general supervision of the Technology Director, assists with a variety of technology related projects and support tasks. Work may include troubleshooting hardware and software issues, assisting with system maintenance, supporting end users, and performing general technical and administrative duties.

RELEVANT DETAILS

Monday through Friday, 8:00 a.m. to 4:30 p.m., May through August, \$20 - \$25/per hour

APPLICATION PROCESS

Please Submit a completed application to the City of Traverse City Human Resource Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to jobs@traverscitymi.gov Position will remain open until filled. Application can be found at: www.traverscitymi.gov/jobs/



ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides technical support to staff by assisting with hardware, software, and network related issues.
2. Assists with installation, configuration, and maintenance of computers, mobile devices, and peripheral equipment.
3. Supports system updates, patches, and routine maintenance activities.
4. Assists with tracking and documenting IT assets, service requests, and resolutions.
5. Participates in basic network and cybersecurity support tasks under supervision.
6. Performs general administrative and departmental support duties as needed.
7. Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS

- Must be at least 18 years of age and possess and maintain a valid driver's license.
- Currently enrolled in or recent graduate of a college or university program in Information Technology, Computer Science, Cybersecurity, or a related field.
- Basic understanding of computer systems, networks, and common software applications.
- Strong problem solving and troubleshooting skills.
- Ability to communicate effectively, both verbally and in writing.
- Ability to work collaboratively and provide courteous technical assistance to users.
- Ability to manage multiple tasks and maintain attention to detail.