

# 2016 NYC SUMMER INTERNSHIP PROGRAM

## AGENCY NAME

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

## DIVISION

Infrastructure Management

ADDRESS1 2 MetroTech, 5th floor

ADDRESS2 Brooklyn, NY

CONTACT NAME DoITT Internships

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PHONE

FAX

## AGENCY DESCRIPTION (Max characters 3000)

The New York City Department of Information Technology & Telecommunications (DoITT) provides for the sustained, efficient, and effective delivery of IT services, infrastructure, and telecommunications to enhance service delivery to the City's residents, businesses, employees, and visitors. As the City's technology leader we are responsible for maintaining the core IT infrastructure and systems that touch every aspect of city life --from public safety to human services, from education to economic development --crossing the full spectrum of governmental operations.

## UNIT DESCRIPTION (Max characters 1000 )

The unit employs ITSM processes and tools to support IT Services; generates IT service metrics; and provides enhanced reporting tools to create transparency and accessibility for all appropriate stakeholders. IT Service Management aligns more mature interconnected ITIL based support processes and tools for service delivery, automation and monitoring.

## POSITION TITLE (Max characters 100)

Asset Coordinator Intern

## INTERNSHIP RESPONSIBILITIES (Max characters 1500 )

IT Asset Data Management:  
Research infrastructure assets to determine the proper asset class and make sure all the required information of where, how, what that IT asset does and supports are entered into the database. An IT asset is the physical or virtual components such as servers, routers, switches, storage, databases, application software, etc.  
General Computer/Infrastructure Trouble Shooting skills to determine how a component is connected to other parts of the infrastructure.

## QUALIFICATIONS/SPECIAL SKILLS/AREA OF STUDY (Max characters 1500 )

The candidate should be pursuing an undergraduate degree. Candidate should have an understanding of IT service Support and infrastructure environment. Areas of study should be computer system management and understand connectivity between a network to the server to the database to the storage, etc. An understanding of data entry standards.

## APPLICATION PROCESS (Max characters 700 )

Please e-mail resume indicating the JVN number (JVN# DOITT-008-ITSM) on the subject line to [Doitt.](mailto:Doitt.Internships@doitt.nyc.gov)  
[Internships@doitt.nyc.gov](mailto:Doitt.Internships@doitt.nyc.gov)

**SALARY RANGE**

\$10.00 per hour

Internship may be used to fulfill college credit requirement

**ADDITIONAL INFORMATION / COMMENTS (Max characters 700 )**

Internship begins in early June and will last 13 weeks

nyc.gov/dcassip

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