

NYC SUMMER INTERNSHIP PROGRAM 2010

NYC OFFICE OF EMERGENCY MANAGEMENT

Information Technology
165 Cadman Plaza East
Brooklyn, NY 11201

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AGENCY DESCRIPTION

Established in 1996, the New York City Office of Emergency Management (OEM) plans and prepares for emergencies, educates the public about preparedness, coordinates emergency response and recovery, and collects and disseminates emergency information.

To accomplish this mission, OEM maintains a disciplined unit of emergency management personnel, including responders, planners, watch commanders, and administrative and support staff, to identify and respond to various hazards.

OEM develops contingency plans that guide New York City's response to natural and man-made emergencies, from extreme weather to labor disputes. Each plan focuses on three components of a disaster: preparedness, initial response, and recovery. The purpose of these plans is to keep New York City safe and, following a disaster, to return residents to their daily routines as quickly as possible.

When a plan is activated, OEM coordinates the skills of City, state, federal, and non-governmental agencies, to ensure the plan is effectively carried out. Large-scale citywide emergencies, like a transit strike or a coastal storm, can require the collaboration of dozens of agencies and thousands of emergency responders. Smaller incidents, such as localized power outages or water main breaks, may only require a handful of agencies to complete restoration.

OEM reviews, tests, and revises these plans as intelligence and resources change. The agency enlists subject matter experts from all City agencies, including the Police and Fire Departments, and other non-city groups to advise on aspects of each plan.

The following links highlight the City's guidelines to handle a few possible emergencies:

- 2009 Hazard Mitigation Plan
- Coastal Storm Plan
- Geographic Information Systems (GIS)
- A New York City Population Analysis
- Utilities Disruptions Guide
- Emergency Flash Flood Plan

UNIT DESCRIPTION

This unit manages all of the technology, including hardware, software, and licensing, and provides support for agency-owned technology.

POSITION TITLE

Help Desk Intern

INTERNSHIP RESPONSIBILITIES

The intern will help with day-to-day IT/support related operations. The intern will be responsible for resolving and documenting all service related work orders using our helpdesk application. In particular, the intern will gain an overview of the IT support process at a vital city agency.

The intern will have the opportunity to:

- Properly categorize and suggest modifications to IT work orders resolution process.
- Close work orders in a timely manner and observe support related timelines.

nyc.gov/internships

- Develop/modify our current Service Level Agreement to address the resource needs of the IT department.
- Attend weekly IT management meetings to report helpdesk status, receive direction regarding next steps, identify dependencies and illustrate any risks.

QUALIFICATIONS / SPECIAL SKILLS / AREAS OF STUDY

- Solid understanding of the Internet and web-based applications
- Excellent written and verbal communication skills
- Windows OS (XP, 2003/2008 server)
- MS Office 2003/2007

APPLICATION PROCESS

Please email resume and cover letter (in MS Word format) to:

jobs@oem.nyc.gov

or

Mail to:

HR Coordinator

NYC Office of Emergency Management

165 Cadman Plaza East

Brooklyn, NY 11201

SALARY RANGE

Unpaid

ADDITIONAL INFORMATION / COMMENTS