



# **BOSTON REDEVELOPMENT AUTHORITY**

## **INFORMATION TECHNOLOGY (IT) SUPPORT INTERN**

**UNPAID**

**SUMMARY:** The Management and Information Services Department is seeking an independent, smart, and hardworking Intern who enjoys helping others. As part of the MIS Support Team, you will take on the responsibility of serving the Boston Redevelopment Authority staff and associated departments/divisions. You'll be working directly with city officials and employees and will have an opportunity to better the Agency both administratively and technically.

Day to day tasks will include responding to support requests within our support environment (Zendesk), escalating bugs and issues within internal teams, and assisting with general business. You'll help staff navigate through troubleshooting potential bugs that have been reported by users.

This is a 4-month part-time internship offered with the BRA in Boston City Hall.

### **GENERAL DUTIES AND RESPONSIBILITIES:**

*The general duties and responsibilities of the position are included in, but not limited, to the information listed below.*

- Balance a volume of support requests while triaging the most urgent requests
- Moderate support platform and help improve the support infrastructure by updating FAQs, SOPs and more
- Help staff by demonstrating best practices for using hardware and software resources
- Work with the Support Team to identify and address common questions, feedback, bugs, and other staff concerns
- Perform other related duties as assigned

### **QUALIFICATIONS:**

- Course work in Computer Science, Information Science or related area of study
- Strong communication skills (verbal and written)
- Attention to detail with a keen eye to identify troubleshoot, and report bugs.
- Ability to work in a team environment
- Good written and verbal communication skills
- Flexibility & ability to handle multiple priorities and projects
- Commitment to quality deliverables; attention to detail
- Bonus: Prior experience with Zendesk, Sprout social, or other support management tools

**Internship is available immediately (now through Fall, 2014). MUST BE A CURRENTLY ENROLLED STUDENT.**  
*Schedules open to discussion based on student and employer need.*

**To apply, submit resume to: BOSTON REDEVELOPMENT AUTHORITY**  
**43 Hawkins Street, Boston MA 02114.**  
**E-Mail: [hr.bra@boston.gov](mailto:hr.bra@boston.gov)**  
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