Cornell Cooperative Extension | Suffolk County

Strengthening Families & Communities   •   Protecting & Enhancing the Environment   •   Fostering Economic Development   •   Promoting Sustainable Agriculture

IT Internship:

Please Note:
- *This internship is **unpaid** but offers valuable hands-on experience and professional development.*
- ***This internship requires a commitment of 20 hours per week and is designed as a full-year (12-month) program, beginning on the intern's official start date. The internship will run continuously for one full year unless otherwise adjusted by the organization.***
- *This internship cannot be a substitute for the paid IT position*
- *Housing is **not** provided for this internship. It is the responsibility of the student to arrange their own accommodations for the duration of the program.*

Internship Summary:
The IT Intern will work closely with our experienced IT professionals to assist with technical support, troubleshooting, system maintenance, and IT project implementations. The IT Intern will collaborate with our employees to solve technical issues and provide ongoing support for our IT infrastructure. This will provide an opportunity to gain experience and develop IT skills in a professional environment. Following an initial month of in-person training, the role will become a hybrid remote/on-site position.

Duties & Responsibilities:
- Provide technical support to employees, basic troubleshooting of hardware and software issues, and assist with user access and network-related inquiries.
- Assist in the basic setup and maintenance of computer systems, including installing software, updating operating systems, and configuring hardware.
- Instruct employees on using net software stacks and any future offerings from Cornell University, ensuring they are familiar with the tools and resources available.
- Document and track IT support requests and resolutions, ensuring that the level of involvement matches the skills and experience of the individuals handling the requests.
- Collaborate with the IT team on various projects, such as system upgrades, network enhancements, and software implementations.
- Conduct research on modern technologies and provide recommendations for improving IT infrastructure and processes.
- Assist in maintaining an inventory of IT assets, including equipment, software licenses, and warranties, monitored closely by the IT Team to ensure accuracy.
- Participate in team meetings and training sessions to enhance technical knowledge and skills.

Qualifications and Experience:
- Currently pursuing a degree in Information Technology, Computer Science, or a related field.
- Basic knowledge of computer hardware, software, and networking principles.
- Strong problem-solving and troubleshooting skills.
- Excellent communication and people skills.
- Ability to work independently and collaborate effectively in a team environment.
- Proactive and eager to learn and grow in the field of IT.
- Familiarity with operating systems such as Windows and macOS.
- Proficiency in Microsoft Office Suite.
- Prior experience or coursework in IT support or related areas is a plus.

Location: In-person at Cornell Cooperative Extension of Suffolk County, Riverhead.