

NORFOLK COUNTY SHERIFF'S OFFICE

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Paid Internship Opportunity Information Technology Support Specialist

A paid internship in Information Technology Support is available at the Norfolk County Sheriff's Office (NCSO) for an enthusiastic, tech-savvy and dependable student.

This internship offers practical work experience, an introduction to Windows desktop support and the opportunity to gain experience with the technical operations of a correctional facility. This internship will involve challenging opportunities, real technical projects, and interaction with staff. This is a great opportunity to gain hands-on experience.

Statement of Duties

The Information Technology Support Specialist will provide direct technical assistance and support to Norfolk Sheriff's Office staff for network, hardware and software issues as well as front end web development. Duties to include, but not limited to the development of the NCSO intranet website, installing and maintaining computer systems including software and hardware on desktops and laptops, resolving internet and network access issues (both wired and wireless), providing network printer support, meeting with staff to provide one-on-one technical assistance as needed/requested, providing training to staff on software and hardware use, determining causes of computer/software/network malfunctions through evaluation and testing and resolution via modifications, repair, or external support assistance. This is a continuous appointment, initially lasting up to 6 months with the potential to go beyond that. Increased summer hours may be available.

Supervision

Position works under the general supervision of the Chief Information Officer, work may also be supervised by the Systems Engineer. Intern plans and prioritizes work in accordance with standard procedures and previous training and is expected to solve problems by adapting methods or interpreting instructions. Instructions for new assignments or special projects usually consist of general direction in how to achieve desired objectives. High level technical or policy issues or changes in procedures are referred to the supervisor, but the employee plans and performs work independently as per established work flow and policies. Work may be reviewed for technical adequacy, appropriateness of actions or decisions, and conformance with NCSO policy or other requirements. Employee may have access to sensitive and confidential information.

Job Environment

Position may have occasional contact with vendors, daily contacts are with all levels of NCSO staff, responding to inquiries or requests, contacts occur in person, in writing or e-mail (Help Desk) and on the telephone.

Essential Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position:

- Research and/or advise NCSO IT department on the various web development platforms available to be used in the development of the NCSO intranet website.
- Respond to IT incidents and requests received via telephone, email or Help Desk application.
- Use ticketing system to document symptoms and status information as well as assign an applicable priority.
- Provide first-level technical support using documented procedures and available tools in order to achieve first contact resolution.
- Use troubleshooting techniques and tools to resolve Help Desk and Desktop related issues and follow guidelines in issuing service calls / contacts.
- Escalate problems when unable to resolve upon first contact to next level support.
- Identify and provide input on unique or recurring customer problems.
- Respond to inquiries pertaining to desktop issues, application software and/or hardware, user account security, communications, system policy guidance, laptops, software, printers, document scanners, audio-visual equipment, handheld devices, network service outages/disruptions and enterprise server outages/disruptions.
- Deliver consistently high levels of customer service.
- Follow-up on cases and requests to completion.
- Provide basic Help Desk/Desktop support and work closely with the Systems Engineer, Chief Information Officer, as well as other IT staff to resolve technical issues, as well as perform tasks such as user and group administration, software installations, upgrades, etc.
- Perform regular inventories of all NCSO owned network technology related items and equipment.
- Perform workstation updates and patching, and ensure compliance standards are met.

Recommended Minimum Qualifications

Education and Experience

- Must be pursuing an undergraduate or graduate level degree in Computer Science, Computer Information Systems or related computer related program.
- Experience in web production and in web tool usage and support helpful.
- Minimum of six months paid or volunteer work experience with computer desktop support in a networked environment for a small to mid-sized organization.
- Must be available to work a minimum of 10-16 hours per week.
- Experience in web production and in web tool usage and support helpful.

Knowledge, Skills and Abilities

- A GPA of 3.0 or above.
- Must be able to lift 25 pounds.
- Proficiency in front end web development
 - HTML
 - JavaScript
 - Web development platform tools
 - Website operations.
- Proficiency in computer applications:

- Microsoft Excel – Manipulation of data; transferring data; development of charts and tables
- Microsoft Word – Entering and formatting text; inserting charts, tables, and other visuals
- Microsoft PowerPoint – Creating and editing slides; inserting text, charts, tables, and visuals
- Conducting research via internet
- Ability to troubleshoot and analyze issues within Microsoft Windows 10 and Office 2016 (and higher), Apple iOS and Android software systems.
- Solid understanding of basic networking fundamentals.
- Strong communication, customer service and troubleshoot skills.
- Ability to keep information in strict confidence.

Interested applicants must submit a resume, letter of interest and seasonal employment application. For more information about this opportunity please contact Kevin Durkin at 781-751-3321 or employment@norfolkma.org

The Norfolk County Sheriff's Office is an Equal Opportunity/Affirmative Action employer. It is the policy of the Commonwealth of Massachusetts and the Norfolk County Sheriff's Office to afford equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification.