IT SUPPORT INTERNSHIP
PAID PART-TIME POSITION STARTS APRIL 2024
Hourly rate $17.00

The Position: The APCD is looking for a part-time IT Support Intern to work in our Administrative Division approximately 15-25 hours per week. The IT Support Intern will work under immediate supervision and will support users by maintaining laptop computers, mobile devices, and other technology related tools. Troubleshoot and resolve basic to intermediate software problems.

Education and/or Experience: Course work from an accredited learning institution in the disciplines of computer networking, computer science, information technology, management information systems or a closely related field or one year of experience providing network functions for a moderately complex network including troubleshooting, site planning and installation and data communications project experience.

Job Duties: Tasks may include, software upgrades including but not limited to, Microsoft Office products, OS and Adobe products; Install, upgrade and provide proactive maintenance of District computer equipment including network servers, personal computers, printers, scanners and other related hardware; monitor building security systems; provide technical support; set up audio and video equipment for in-house presentations; perform a variety of network security activities including set up and employee training.

Other Functions: Requires prolonged sitting, reaching, turning, kneeling, bending squatting and stooping in the performance of daily activities. Work is performed in an office environment. The need to lift, drag and push equipment or other materials weighing up to 40 pounds may also be required.

Special Requirements: Valid California Class C Driver's License.

How to Apply: Email the following to Employment@sbcapcd.org by noon on February 9, 2024.
1. Cover letter
2. Resume
3. Answers to the supplemental questions

Supplemental Questions: Please limit your response to 250 words for each question.
1. Describe your computer and program related experience or course work.
2. What tools would you use for identifying and solving a user's issue.
3. Briefly describe a challenging situation from a previous support role or group project and the steps you took to resolve it.

Eligibility and Interview: The cover letter, resume, and responses to the supplemental questions will be used to determine placement on the eligibility list. Interviews are tentatively scheduled to occur the week of February 26, 2024. Candidates' final oral interview score and rank on the eligibility list will be determined by their interview responses. Candidates must receive a percentage score of at least 70% on their oral interview to be placed on the eligibility list.

Conditional Job Offer: Once a conditional offer of employment has been made, the candidate will be required to successfully complete a background check, which includes conviction history check, and satisfactory reference checks.

Learn more about us at OurAir.org

In compliance with the Americans with Disabilities Act, individuals needing special accommodation to participate in the recruitment process must contact SBCAPCD's Human Resources Department in writing and provide the type of accommodation, no later than the final filing deadline.