



Family Promise of Spokane

IT Internship

Last Updated: 2/24/2023

OVERVIEW: We are looking for a friendly, organized, and self-directed candidate to fill the IT Intern position. A successful IT Intern will be able to manage and maintain IT technologies such as electronics, software, and data for Family Promise of Spokane (FPS).

POSITION DUTIES

The IT / Data Intern will serve as an extension of the IT / Data Manager.

- Assist Data Manager in developing and coordinating CMIS process and strategy
- Run various reports for Executive team to facilitate requirements for grant applications
- Work with Executive Director and executive staff with various software/technology pilot programs
- Spend approximately 1-2 hours per week in research and development to explore new technologies and methods
- Periodically analyze FPS data with a specific focus on recognizing trends to facilitate the ability of the executive staff to foresee and adapt to trends
- Assist IT Manager with installation and maintenance of modems, switches, DVRs, cameras, computers, laptops, etc. as needed by the organization

SKILLS

An Ideal IT / Data Intern candidate is:

- Organized. Has a high attention to detail and loves to create structure
- A communicator. Has a great handle on the English language and can communicate effectively and professionally (in person, over the phone, via email, instant messengers, etc)
- Focused. Thrives both in taking direction and being self directed
- A quick learner. Can speedily pick up computer software
- A strategic thinker. Can create processes and systems for efficiency
- Creative. Can create new ideas for development and be a great sounding board.
- Friendly. Builds relationships with staff, guests, and city representatives
- Fully capable of utilizing various tools in Microsoft Excel to take raw data and present accurate, usable data via filters, sorting, and/or pivot tables
- Proficient with Microsoft Powerpoint (or other presentation software) to create various/sporadic presentations for other FPS staff
- Knowledgeable in various programming languages such as: SQL, HTML/CSS, Javascript, and Python

QUALIFICATIONS & PREFERRED EXPERIENCE

- Demonstrated knowledge of computers and information technology
- Able to navigate and troubleshoot various makes and models of PCs/Laptops
- Proficient in Windows/Linux/Mac
- Demonstrated knowledge in Microsoft Office (Excel, Word, Powerpoint, Access)
- COMP TIA+ certification and/or 2+ years working in the IT field
- Proficient in Microsoft Power BI
- Previous employment as a social worker

STRUCTURE: An IT / Data Intern works directly with the IT / Data Manager. Family Promise is seeking an intern to spend 10 hours per week (minimum) at various locations. An IT / Data Intern will be expected to meet weekly with the IT / Data Manager.