



Family Promise of Spokane

# R&D/IT Intern

Last Updated: 10/1/2024

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**OVERVIEW:** At Family Promise of Spokane, we create and iterate technology and tools to end family homelessness. We are looking for a friendly, organized, and self-directed candidate to fill the Research and Development/IT Intern position. A successful R&D Intern will be able to learn, manage and maintain IT technologies such as electronics, software, and data for Family Promise of Spokane (FPS), and use them to intentionally Innovate the next generation of Homeless Service programs in our region.

## INTERNSHIP AREAS AND OPPORTUNITIES

This internship has the opportunity to provide growth, and experience in the following:

- Utilizing data to drive the development of cutting edge service programs that help families achieve housing stability
- User-centered program design, both software and service programs
- Experience with Homeless Management Information Systems (HMIS), their usage, history, structure and role in national homeless services
- Custom Shelter Management/Case Management software development and maintenance
- Research into local and national factors of homelessness, and solutions
- Data analysis on large datasets generated by internal and external CRM systems
- Development and utilization of predictive models to identify and rapidly solve housing instability
- Data correction and processing, using national standards, for error correction, and reporting
- Data base/lake/warehouse utilization and management
- Information and data dashboard creation and management
- Office Environment IT infrastructure installation, deployment and maintenance

## POSITION DUTIES

The R&D/IT Intern will serve as an extension of the Research and Development department.

- **Research and development (70%)**
  - Assist Director of R&D with data and systems (software and service) research
  - Run various reports for R&D team to facilitate requirements for grant reporting and applications
  - Work with Director of R&D and R&D team with various software/technology/service pilot programs
  - Prepare and utilize FPS data for reporting and dashboard creation
  - Periodically analyze FPS data with a specific focus on recognizing trends to facilitate the creation and iteration of service programs

- Generation and conversion of data from and into CSV/XLSX/ODT and other formats
- **IT and infrastructure management (30%)**
  - Assist with troubleshooting, updating and maintaining internal software systems, including Windows, Mac and Linux operating systems
  - Assist with installation and maintenance of modems, switches, DVRs, cameras, computers, laptops, etc. as needed by the organization

## SKILLS

An Ideal R&D/IT Intern candidate is:

- Organized. Has a high attention to detail and loves to create structure
- A communicator. Can communicate effectively and professionally in an English speaking environment, (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 and systems
- 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 strategic partner representatives
- Familiar and proficient with methods and best practices of data analysis and utilization
- A strong capability to safely and appropriately utilize generative AI tools to assist in research, data analysis and program creation. We are an AI friendly organization
- Fully capable of utilizing various tools such as Excel/sheets to take raw data and present accurate, usable data via filters, sorting, and/or pivot tables
- Proficient with Microsoft PowerBi (or other presentation software) to create various/sporadic presentations/dashboards for other FPS staff
- Knowledgeable of programming languages such as Python and C# are not required, but would be welcome.

## QUALIFICATIONS & PREFERRED EXPERIENCE

- Ability to perform in-depth research utilizing public and academic resources and datasets
- familiarity with basic research methodology and program design
- Experience working with, and analyzing large datasets
- Experience working safely and ethically with data containing PII
- In-depth knowledge of G-Suite tools, and MS 365 tools and products
- Demonstrated knowledge of computers and information technology
- Able to navigate and troubleshoot various makes and models of PCs/Laptops
- Proficient in Windows/Linux/Mac

**STRUCTURE:** An R&D/IT Intern works directly with the Director of Research and Development. Family Promise is seeking an intern to spend 10 hours per week (minimum) at various locations. An R&D/IT Intern will be expected to meet weekly with the R&D/IT Manager.