



**northwestern  
settlement**

OPENING DOORS TO BETTER FUTURES

# Federal Work Study Technology Intern Position

Northwestern University Settlement House Association (NUSH) is looking for Technology Interns to enhance our tech support team. The ideal candidate qualifies for Federal Work Study; is knowledgeable in a variety of level one tech support issues; has outstanding interpersonal skills; is self-motivating with a “what’s next?” attitude; takes direction well; follows troubleshooting through to completion; spots issues to address proactively to prevent later problems; is collaborative; can explain technical issues to any level of user; is kind to all users no matter what competency level they have; has strong communications skills in person, in writing, and on the phone; and has a sense of humor.

Interns work under the supervision of the IT Director and IT Systems Administrator and will be responsible for day-to-day operations, maintenance, training and troubleshooting of all technology-related issues at the Admin complex, Rowe Elementary School campus, and Rowe Middle School campus. The intern will work primarily out of one of the school campuses. The Technology Intern will also provide support and training to staff in a wide variety of software and hardware:

- Microsoft Office Suite/G-Suite
- SMARTBoard presentation systems
- ViewSonic touch screen LEDs
- Windows, Java, Flash updates
- Disk imaging
- Remote Desktop Server Connections
- Remote Control Software
- Wireless/Wired Connectivity
- Spyware/Malware/Virus Removal
- FastPass visitor tracking system
- TotalInfo CRM
- Cloud-based E-Mail Spam Filtering
- Mitel MiCloud and Avaya IP Office
- Web-based learning products

The Technology Intern will help administer Active Directory user set-up, security rights, group policy edits and scripted batch configurations to fulfill organizational needs for NUSH.

## Technological Responsibility for Year 2017-18

Employees:	180
Computers:	900 across three sites
Servers:	26

### Locations:

Northwestern Settlement	Rowe Elementary School	Rowe Middle School
1012 N Noble St	1424 N Cleaver St	1420 W Augusta Blvd
Chicago, IL 60642	Chicago, IL 60642	Chicago, IL 60642