



Sample High School Intern Positions – IT

Desktop/Computer Support A+ Intern

Responsibilities:

- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- Monitor and prioritize incoming requests.
- Escalate cases in an efficient manner as needed.
- Log all activities and case updates in a timely and detailed manner.
- Formulate service support efforts based on customer schedule needs.
- Maintain courteous rapport and friendly customer relations, communicate and collaborate with all level of staff.

Qualifications/Requirements:

- Coursework and experience gained towards obtaining CompTIA A+ certification.
- Experience with software support, troubleshooting, system imaging, hardware break-fix support and development.
- Excellent customer service skills.
- Strong analytical and problem-solving skills.
- Ability to multi-task effectively and prioritize workload.
- Strong organizational, communication and collaboration skills.
- Ability to work independently and in a team environment.

Computer Network Support Intern

Responsibilities:

- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Under supervision, install and configure a wide range of network and data communication software and hardware.
- Assist in testing and deploying various network-related procedures.
- Troubleshoot network or connectivity problems for users or user groups if needed.
- Set up user accounts, permissions and passwords.
- Maintain up-to-date network and system documentation.
- Maintain network equipment for service replacements or upgrades as detailed with vendor maintenance agreements
- Participate in the evaluation of new connectivity products and technologies

Qualifications/Requirements:

- Coursework and experience gained towards obtaining CompTIA Network+ certification.
- Hands-on experience in networking, routing and switching.



- Ability to read and understand schematic diagrams, technical manuals and documentation.
- Ability to learn and apply new technology.
- Strong oral and written communication skills.
- Excellent customer service skills.
- Strong analytical and problem-solving skills.
- Must be able to move and lift up to 25 lbs of equipment such as switches and routers.

Web Design Intern

Responsibilities:

- Work with web designers gathering content for current projects.
- Assist in the design of WordPress website using tools such as Sketch, Photoshop, and Illustrator.
- Assist in building and coding out WordPress themes.
- Assist in editing website design and content pages.
- Learn to design and code HTML/CSS static landing pages.
- Collaborate with other designers, engineers and product managers on the marketing and product definition process.
- Brainstorm creative ideas for web design.

Qualifications/Requirements:

- Proficient in Adobe Photoshop, Illustrator, InDesign.
- Familiarity with WordPress, CSS and basic JavaScript/jQuery skills.
- Ability to communicate effectively with other team members.
- Strong attention to detail and desire for quality.
- Creativity and willingness to take initiatives.
- Ability to work in a fast-paced environment and meet deadlines.
- Strong interests in visual and UI/UX design.

Adapted from material created by the NYC Labor Market Information Service, CUNY Graduate Center.