

Internship Role Description

for Eleven+ Scholar Applicants

Name of Hosting Organization:

Ideastream Public Media

Internship Role Title:

Information Technology Intern

Industry Classification

Nonprofit

Internship Category

Technology

Number of roles available:

1

Available to (select any that may apply)

College Student

Work Location (select any that may apply)

100% In-person

Internship Work Address:1375 Euclid Avenue
Cleveland, Ohio, 44115**Many of applicants utilize public transportation. Is the work location accessible by public transportation?**

Yes, the work location is accessible by public transportation (Bus/Train)

If you selected yes, the work location is accessible by public transportation please provide additional information such as what bus or train line is accessible to the work location

The RTA HealthLine route runs down 6.8 miles of Euclid Avenue from Downtown to East Cleveland. The HealthLine stops at E. 14th Street at the Idea Center and Playhouse Square.

Mission of Hosting Organization

Ideastream Public Media is a trustworthy and dynamic multimedia source for illuminating the world around us.

How does this internship role support the mission/purpose of the organization

The Intern will support Ideastream's IT department by providing technical assistance, maintaining computer and network systems, and configuring hardware and software.

What functions within the organization will the intern be working with? For example, this role will work with Staff Counselor, Finance Staff, and Operations Team

The Information Technology Intern will work directly with the Director of Information Technology.

Will there be additional networking opportunities within the organization for the intern to gain expose to other roles and functions.

Yes, the Intern may have the opportunity to work with other colleagues in the IT and Engineering

department, schedule permitting.

Anticipated Start Date Monday, June 2, 2025

Anticipated End Date Friday, August 8, 2025

Total Number of Weeks for the internship: 10

Total Number of hours per week the intern is expected to work: 20

Workday starts at: (start time or flexible) 9 a.m., but flexible

Workday ends at: (start time or flexible) 5 p.m., but flexible

Host Organizations website:

<https://www.ideastream.org/>

Hiring Contact Name Amira Nasrallah

Hiring Contact Email anasrallah@ideastream.org

Mentor Name Dan Kuznicki

Mentor Email dkuznicki@ideastream.org

Internship Summary

We are looking for a motivated and self-driven Information Technology (IT) Intern to join our team. The Intern will support Ideastream's IT department by providing technical assistance, maintaining computer and network systems, and configuring hardware and software. At the conclusion of the internship, the Intern will have learned to troubleshoot and resolve technical issues, assist with the implementation of new technologies, and provide training and support to team members.

Essential Responsibilities of this role?

- Provides technical assistance to staff and customers on hardware and software-related issues.
- Installs, configures, and troubleshoots computer systems, hardware, and software.
- Monitors system performance and troubleshoots any issues.
- Follows established procedures and processes for computer maintenance.
- Provides training and support to staff members on the use of computer systems and software.
- Performs system backups and maintains accurate records.
- Researches and recommends solutions for technical problems.
- Completes other duties as assigned.

Skill Development Opportunities

Communication Skills

Problem Solving Skills

Interpersonal Skills

Teamwork

Time Management

Work Ethic

Knowledge and skills required for this role

- Current computer science, computer programming, software engineering, network administration, or

network engineering college student.

- Ability to multi-task and work independently.
- Strong verbal and written communication skills.
- Basic knowledge of Microsoft Office Suite and demonstrated proficiency using cloud services and web-based tools and utilities.

What does success look like for the intern at the end of the summer

At the conclusion of the internship, the Intern will have learned to troubleshoot and resolve technical issues, assist with the implementation of new technologies, and provide training and support to team members.

Prepared by: Amira Nasrallah

Date Friday, December 6, 2024