



## IT Project Management Intern Summer Internship 2020

**Caring for Friends provides food and friendship to homebound seniors, disabled, homeless, families and children in need.**

Caring for Friends is a hunger relief charity with the goal of dramatically accelerating its growth in 2020 to serve meals to thousands more seniors, families across the five-county region of Philadelphia. Interns are an integral part of this strategy. We need fresh ideas and energy to help more people. Internships are generally part or full-time (between the hours of 9:00 am-5:00 pm) and located at our warehouse and office at 12271 Townsend Road, Philadelphia, PA.

What you will learn/do:

- Maintain LAN, wireless, video cameras, printer and multifunction copier devices
- Oversee the daily performance and inventory of computer systems
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software
- Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities. Maintain help desk ticketing system and knowledgebase, keeping record of repairs for future reference
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide root cause analysis
- Confer with staff, users, and management to establish requirements for new systems or modifications
- Develop training materials and procedures, and/or train users in the proper use of hardware and software
- Conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.
- Work may require moderate physical exertion and/or physical strain (i.e.. Moving office furniture to run cables, lifting packages or office equipment)

We are looking for candidates with:

- Positive attitude and willingness to learn in a fast paced, quality driven environment
- Excellent troubleshooting, analytic, communication, and problem-solving skills
- Initiative and ability to self-educate and manage time effectively
- Excellent troubleshooting, analytic, communication, and problem-solving skills
- Ability to work clean and maintain a clean workspace

**All food prepared in our Caring for Friends kitchen is donated to families and children in need across the five counties of Philadelphia.**

If interested, please send your resume and e-mail stating why you are interested in interning with Caring for Friends to Jeannette Fournier at [jfournier@caringforfriends.org](mailto:jfournier@caringforfriends.org).