



**SAN JOAQUIN**  
—COUNTY—  
*Greatness grows here.*

## **San Joaquin County Internship Announcement**

### **INFORMATION SYSTEMS DIVISION INTERNSHIP**

#### *Summary:*

The San Joaquin County Information Systems Division is looking for an energetic, motivated, and dedicated Intern with exceptional communication and writing skills to work alongside ISD staff on various projects. We offer an opportunity to work in an enterprise environment focused on the achievement of managing and completing projects that align with the County's strategic goals and initiatives.

#### *Possible Intern Responsibilities:*

- Assist staff in the IT Service Desk solving the user community's computer system issues and to gain foundational knowledge of county organization and operations.
- Assist in reviewing potential uses of Microsoft Teams to add value and efficiencies, by researching functionalities and interpreting those into business cases for improvements.
- Participate in project(s) under the supervision of the Project Management Office or Digital Services team (ex: editing of existing county web sites, possibly designing small departmental portals)
- Assist in the building and implementation of a new Information Technology Service Management (ITSM) tool that will be implemented over summer/fall of 2023.
- Potentially participate in building an IT knowledge database to be used by the IT Service Desk to support computer users.
- Internship may include assignment to the Project Management Office (PMO) which would provide opportunities to gain exposure and understanding of Project Management methodologies and processes in a professional environment.
  - Assist in administrative, technical, and financial aspects of assigned projects; in administration and troubleshooting of existing data networks.
  - PMO role: Support the PMO to ensure a smooth transition of awarded projects from Business Consulting to the PMO, including adherence to project requirements, standards, and documentation.
  - Provide an active role and use critical judgment in the development of all project deliverables.
  - Assist PMO to ensure projects are in scope, on schedule, and within budget, and ensure quality and timely submission of project deliverables and documentation assigned by PM.

- Assist PMO with reporting on the project status and health; identifying, managing, and resolving project risks as well as issues; and monitoring quality assurance and change control processes.
- Support PMO to ensure compliance with the contractual commitments of vendors.
- Internship may include assignment to the Applications Development/Systems team.
  - Will include completion of one special project that will provide valuable hands-on experience, jointly decided between intern and team lead for Application Development.
  - Assist in gathering requirements for proposed system development or enhancements.
  - Participate in user support and training, custom report generation, and integration of systems using APIs.

*Requirements & Qualifications:*

- Show enthusiasm and motivation for any of the above-mentioned areas of Information Technology as a career.
- Demonstrate professionalism, leadership, and diplomacy.
- Strong written and verbal communication skills.
- Acts as a team player with ability to work collaboratively within a diverse group.
- Ability to receive and follow oral and written instructions.
- Solid organizational skills including attention to detail, research, and multitasking skills.
- Strong computer literacy.
- *Note: May require completion of an additional background check if assigned to law & justice position.*

*Eligibility:*

- Interns must be college students currently enrolled in a Computer Science/IT OR Business Administration program, and have completed 30 semester/45 quarter units, at an accredited junior or four-year college or university.
- Interns must be in good academic standing.

*Schedule & Compensation:*

- Schedule: 20-40 hours per week during summer, 8-24 hours per week during academic semester, with flexibility around class schedule.
- Hours: Shifts length vary, between 8 a.m. and 5 p.m.
- Paid internship at the rate of \$21.81/hour.
- Internship will begin the Summer of 2023 through project completion (approximately 4-6 months).
- Internship may be extended past the initial semester at County's discretion, predicated on intern's continued program eligibility.
- Occupational Work Experience (OWE) credits may be available through your college; certain criteria must be met, please contact your college Education & Workforce Development Department.

*Intern Submission Procedures:*

- Email all documentation to: [Internships@sigov.org](mailto:Internships@sigov.org)
- Subject line should read: INFORMATION SYSTEMS INTERN
- Include a resume and cover letter
- Optional: unofficial transcripts, letters of recommendation.
- Interviews will be conducted for select applicants meeting the eligibility requirements.

***Submission deadlines:***

- **All documentation must be submitted by July 1, 2023**

*\*All internship related materials sent to San Joaquin County are kept for our records.*