



Hamilton

Internship Opportunity Systems Research Intern

The Systems Intern assists the Instructional Technology team with research, development, and daily operations. He/she is responsible for hardware and software research, testing and troubleshooting with emphasis on multimedia technology configurations. The intern will work with professional staff members to research hardware and software configurations, and peripherals, to meet instructional needs in support of technology use by faculty and academic departments. The position will entail mostly project and task based work with occasional user support.

RESPONSIBILITIES:

- Testing of hardware, software and images in the campus labs and classrooms.
- Creation and testing of technology support documentation.
- Research and comparison of existing and new hardware, software, and emerging technologies.
- Routine maintenance and updating of hardware and software in labs and classrooms.
- Troubleshoot multimedia hardware and software issues.
- Assist professional staff with management of hardware reservation and loan.
- Assist professional staff with web programming projects and updating web pages.
- Communicate with other department interns including attending intern meetings and participating in intern and lab consultant training.
- Participate in weekly Multimedia Presentation Center (MPC) shift duty

JOB REQUIREMENTS:

- Outstanding customer service skills.
- Excellent written and oral communication skills.
- Excellent work ethic.
- Deep knowledge of current Windows and Macintosh Operating systems and software.
- Good problem solving and troubleshooting skills.
- The ability to learn quickly.
- The ability to work independently.
- Timeliness and attention to detail.
- Knowledge of, and experience with, hardware, software, and technologies associated with capturing, authoring, delivering and archiving multimedia content in a Macintosh environment.
- Cold Fusion, CSS, Javascript, HTML, XML programming experience a plus.

This is a paid internship, requiring the ability to work a minimum of 17 hours per week.

Please submit resume to
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www.hamilton.edu/college/its

Hamilton College – Systems Research Intern