



**Title:** Information Systems Intern

**Reports to:** Chelsey Castro

**Position Type:** Volunteer position

**Contact:** Send questions to [chelsey.castro@hopestrong.org](mailto:chelsey.castro@hopestrong.org)

**Duties and Responsibilities:**

- Assist the IS Coordinator in Google Suites, Microsoft Office, Salesforce and all other platforms as the System Administrator
- Support IS Coordinator in providing IS troubleshooting and support to the organization and its team members as needed
- Support special initiatives and projects by the IS Coordinator to implement, upgrade or support new or existing software, business processes, information systems, etc.
- Assist IS Coordinator to provide IS training to HoPe team members on user platforms such as G Suite Accounts, Slack, etc.
- Assist in facilitating the implementation of IS practices to departmental coordinators to increase efficiency and effectiveness of the organization's mission
- Ability to navigate technologies across Mac OS and/or Windows OS on a smartphone and a PC
- Partake in bi-monthly meetings with all department IS Coordinators
- Partake in bi-weekly meetings with the Director of LL & IS

**Qualifications:**

- College student or young professional
- Demonstrated interest/experience in Technology, Information Systems, or Information Technology
- Outstanding written and verbal communication skills in English required
- Energetic, personable, and creative with an ability to relate well to diverse populations
- Deadline oriented and able to take initiative and work well under pressure
- Strong ability to plan and manage multiple projects with high attention to detail
- Excellent time management skills, work effectively in teams, excellent organizational skills, ethical and moral character, strong leadership skills
- Proficiency in G Suite (including Google Drive, Gmail, and Google Calendar), Microsoft Office (including Word, Excel, and PowerPoint), Slack, and Wix.
- Must be willing to commit for the whole 2021-2022 academic year
- Strong commitment to HoPe's mission and values

**Time Commitment:**

- 3-5 hours per week.

*\*We are open to working with academic institutions for this position to count as internship credit. Please indicate in application if you are interested in pursuing this.*