



Chicago Metropolitan Agency for Planning

233 South Wacker Drive
Suite 800
Chicago, Illinois 60606

312 454 0400
www.cmap.illinois.gov

Information Technology Intern Job Code: ITI220

Position Purpose

The intern will be responsible for providing technical support within the IT division as well as providing first-level technical expertise, advice, and support to all CMAP staff. Duties for this position includes; providing help desk user support to staff. Assisting with fundamental operations of commonly used software, hardware, and other equipment. Perform hardware upgrades (memory installs, hard drive upgrades). Install desktops, laptops, monitors, printers, and other IT related equipment. Assist with configuring and deploying desktop computers and laptops. Assist in the research and documentation of CMAP computer systems.

Qualifications and Skills

Applicants should have a working knowledge of common operating systems and software applications including Windows 7 and Microsoft Office (i.e., 2010, 2013, 2016, O365). Must possess the ability to communicate effectively with team members. Basic understanding of computers and computer networking is also required. Web development experience such as content management systems (i.e., Wordpress, Joomla!, Drupal, etc.) and database knowledge (i.e., Microsoft Access, SQL, etc.) are desired, but not required.

Who should apply?

- ✓ Undergraduate applicants must be entering their junior or senior year in Fall 2020. Current enrollment in a Bachelor or Masters' degree program in Computer Science, Business Administration, or Information Systems is recommended. It is important that applicants have a general understanding of personal computers, printers, troubleshooting, and Microsoft Office software.

Ready to join us?

Apply [here](#) between February 28 and March 20, 2020.

- ✓ If interested in more than one opportunity, please include on cover letter all the internships you are applying for.
- ✓ Interviews will be held March 25 through April 3, 2020. (Shortlisted candidates will be contacted.)
- ✓ Final candidates selected will be notified by April 13, 2020.
- ✓ This is a full-time position beginning in May or June 2020. This internship year-long opportunity.