

DoIT, the Division of Information Technology, is looking for a technically savvy, hard working, helpful, and friendly **Student Middleware Intern** to provide information system technical support to the Middleware Systems Technology Group. DoIT is located in the Computer Science Building on Dayton Street, next to the old Union South.

This is not a traditional Intern position earning credits for the entire time of employment. However, we would be able to work an internship over the summer.

Work Hours: 10-20 hours per week, Monday through Friday between 8:00 am and 4:30 pm; with specific schedule to be determined based on availability (more hours available during breaks and summer).

Please send resume to: Ty Letto, Manager, Middleware Systems Technology, at tletto@wisc.edu and list "Student Middleware Intern" in the subject line. In the body of your email, please list your availability Monday through Friday.

Tasks:

Assist MST staff in: Monitoring and evaluating performance problems and tune middleware systems to meet best practices and performance standards; assist MST staff in identifying, diagnosing, troubleshooting, and resolving problems escalated from the DoIT Help Desk; work collaboratively with other DoIT resources needed for problem resolution, including networked resources; work with other DoIT groups and outside vendors as needed to resolve problems; acquire and maintain working knowledge of how customers use middleware systems by participating in meetings and reviewing relevant documentation; acquire and maintain working knowledge of tools and procedures used by Middleware staff in carrying out their assigned duties; work with MST staff to develop, enhance, and maintain system configurations and environments to meet requirements; prepare and update middleware system documentation and procedures; and provide system documentation, user manuals, status reports, etc., to accompany a computer-based application.

Requirements: (Knowledge in some or all of the following areas is preferred):

Structured analysis and design techniques, structured programming, data modeling/entity modeling, programming (especially Perl, Java, C, Oracle PL/SQL), SQL; Socket networking (TCP/IP, UDP), protocols (SSL, LDAP, HTTP); UNIX operating systems and environment; Directory Server technologies like, OpenLDAP, Sun Directory Server, Active Directory and Oracle Internet Directory; Client/server application technology; Web Services technologies (XML, WSDL, UDDI, SOAP, etc.); Web servers (Apache, IIS) and application servers (Tomcat, WebLogic); Knowledge of oral and written communication techniques, team-building practices and methods, negotiation skills, problem solving techniques, and problem management is a plus; General knowledge of office policies, practices and procedures; typing skills and knowledge of formatting, proofreading, spelling, punctuation, and grammar; Ability to prioritize and organize multiple projects simultaneously; Knowledge of effective written and oral communication techniques; and organizational and administrative procedures is required.