Nonprofit Technology Support Internship

Disability Rights Wisconsin is seeking an intern to support staff with technology use and further developing the agency website and social media with the mentorship of DRW’s IT Specialist. This will include:

- Helpdesk support, including responding to emails
- Support staff with software and hardware use
- Staff accounts management (setup, terminate, and archive)
- Patching workstations and laptops
- Workstation lifecycle – setups/transfers/recycle
- Maintain equipment inventory lists
- Printer and WIFI maintenance
- Diagnose and troubleshoot computers, applications and Office 365
- Anti-Virus and malware monitoring and maintenance
- Conference room video maintenance and monitoring
- Assisting with the development of our new website
- Posting on our website and social media sites
- Assist with IT projects as needed

An internship in the non-profit area is a great way to get a jumpstart on your career and gain tangible experience as well as give back to a great cause. Your experience at Disability Rights Wisconsin will enhance your resume as well as provide a platform for launching a successful career in technical support or nonprofit technology. You will get to work with a variety or people and IT issues that face nonprofits and small businesses.

Requirements:

- Computer Science or related major
- Troubleshooting Windows 7 and Windows 8
- Working knowledge of Office 2010 and 2013
- Basic network and connectivity troubleshooting
- Excellent communication skills, both written and oral
- Ability to work independently and in a collaborative team environment

Preferred Experience:

- Office 365 Mail and SharePoint
- WordPress
- Interest or experience with Social Media (Facebook, twitter, etc.)
- Desire to learn about non-profit technology and supporting staff with smaller budgets

This position is flexible in schedule between the hours of 8am-5pm (some evening remote hours are possible), 12-20 hours per week based on need. This position pays $10 – 15 per hour, depending on experience. Send resume to helpdesk@drwi.org by September 21, 2015. This internship is for one year but has a possibility of an extension or part-time position. All onsite work will take place in our downtown Madison office.