

IT Support Specialist Intern



The University of Texas System

Department:	University Lands
Institution:	The University of Texas System Administration
Location:	In-person at 825 Town & Country Lane, Suite 1100, Houston, TX 77024
No. of Openings:	1
Hours per Week:	32-40
Work Schedule:	Negotiable, Monday-Friday, 8AM-5PM
Compensation:	\$25/hour
Orientation:	May 30 & 31, 2024
Start Date:	June 3, 2024
End Date:	August 9, 2024
Housing:	In-person interns and law clerks are responsible for their own housing Position is based in Houston, TX
Required for Application:	Resume and cover letter
FLSA Status:	Non-Exempt
Benefits Eligible:	No

About UT System

Established by the Texas Constitution in 1876, The University of Texas System consists of nine academic and five health institutions. [The University of Texas System Administration](#) is based in Austin, TX and is responsible for the central management and coordination of the fourteen institutions.

About University Lands

University Lands is the fiduciary steward of 2.1 million acres of land across 19 counties in West Texas, managing both the surface and mineral interests for the benefit of the Permanent University Fund (PUF); one of the largest university endowments in the United States that benefits more than 20 educational and health institutions across The University of Texas System and Texas A&M University System.

About the Internship

The University of Texas System Internship (UTSI) is a paid 10-week program that dovetails project-based work experience with a robust [professional development program](#), mentoring and opportunities for self-reflection.

[More Information](#)

Program Goals

- Contribute to UT student career development & success through real work experience
- Develop collaboration skills for a diverse, multi-generational workforce
- Offer hands-on experience in the student's field/function of study
- Provide a safe learning environment for professional development

Learning Objectives

Students will have the opportunity to develop their skills in (1) public speaking, (2) business writing, (3) interpersonal communication & emotional intelligence, (4) project management, (5) networking and (6) technical support as well as (7) enhance their understanding of the field of higher education.

Position Description

As an IT Support Specialist Intern, you will have the opportunity to gain practical hands-on experience in providing technical support to professional staff and executives. In this role, you will support the University Lands team by responding to requests for help with laptops/workstations, applications and services, network connections, and audio-visual and collaboration technologies for meetings and events. You will also have the opportunity to participate in larger IT projects that will improve operations.

The ideal candidate is enthusiastic about learning, is detail-oriented, has a solid understanding of IT concepts, and possesses good communication skills.

Qualifications

- Current enrollment in a relevant degree program (Computer Science, Information Technology, or related field).
- Strong interest in IT and a willingness to learn and expand technical skills.
- Excellent communication and interpersonal skills.

Knowledge, Skills & Abilities

- Solid understanding of computer hardware, operating systems, and software applications.
- Ability to systematically diagnose and resolve issues.
- Basic O365 suite knowledge (Word, Excel, Teams, etc.).
- Experience with video conferencing tools and platforms for remote collaboration
- Use and contribute to a knowledge base for documenting known issues and solutions.
- Clear and effective communication with both technical and non-technical users.
- Customer-centric approach and the ability to provide excellent service.

Working Conditions

Work is performed in an office environment. Uses personal computer and other standard office equipment.

How to Apply

Apply online at: https://utsystemck.gov1.qualtrics.com/jfe/form/SV_8xiZtbCXnT3KXs

Additional Requirements

- **Professional Development Program (PDP):** PDP sessions take place every Tuesday from 1-2:30PM CT. PDP sessions are *MANDATORY*. Students who will be taking classes or have other work/academic obligations at this time during the program dates should not apply.
- **Residency:** ALL interns & law clerks, including those working remotely, **must reside in the state of Texas** for the duration of the program.
- **Intern & Law Clerk Summit:** ALL interns and law clerks must be available to attend an in person Summit in Austin July 30 & 31. (Transportation and accommodations are provided by UT System.)

This position is security sensitive and subject to Texas Education Code 51.215, which authorizes the employer to obtain criminal history record information.

Equal Opportunity/Affirmative Action

The University of Texas System Administration is a federal contractor committed to providing equal employment opportunity for all qualified applicants and employees in all terms and conditions of employment. U. T. System will provide equal employment opportunity to all qualified persons and will not discriminate on the basis of race, color, sex, sexual orientation, gender identity/expression, pregnancy, religion, national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by federal or state laws.

For information on accommodations for individuals with disabilities, please contact the Office of Talent and Innovation at oti@utsystem.edu.

Please direct questions to UTSI@utsystem.edu.