



First Tennessee Human Resource Agency

POSITION DESCRIPTION

DEPARTMENT:	Administration		
POSITION TITLE:	General IT Support Student Intern(s)		
REPORTS TO:	Tech Committee Chair / Executive Director		
PAY GRADE: L4, Step 9	STATUS: Non-Exempt	HOURS: 20 hrs. per week	
APPROVED:	<u>RDF</u> Initials	<u>September 16, 2008</u> Date	
REVIEWED:	<u>JKW</u> Initials	<u>September 11, 2009</u> Date	

AGENCY DESCRIPTION:

The First Tennessee Human Resource Agency serves Carter, Greene, Johnson, Hawkins, Hancock, Sullivan, Unicoi and Washington Counties in Northeast Tennessee. The Human Resource Agencies were established in 1973 under state law.

Our mission is to improve the quality of life for the people of Northeast Tennessee through the effective delivery of social services.

We achieve our mission and vision by effective delivery of transportation, nutritional services, adult day services, shelter for domestic violence victims, correctional services and many other important services to our friends and neighbors in need.

FTHRA offices are located within walking / biking distance from the ETSU campus.

PURPOSE OF POSITION:

The General IT Support Student Intern(s) will provide support with LAN systems providing efficient, and timely service to users. Responsible for the technical support efforts, which include all systems software, hardware, and database administration. This position is responsible for maintenance, support and the implementation of the Agency's IT systems.

DUTIES AND RESPONSIBILITIES:

1. Responsible for maintaining the Agency's LAN.
2. Supports the efforts of the information systems to provide effective and efficient computer system that enable the Agency to meet its plans.
3. Responsible for maintaining and supporting database-related standards and procedures and

establishment of the methodology for the control, security, and integrity of data.

4. Responsible for maintaining and supporting complex, technical or sensitive projects and systems that involve the case management system and financial management including troubleshooting.
5. Serves as a member of the FTHRA Tech Committee.
6. Designs and implements new programs as needed and as technology changes.
7. Serves in an advisory position for all continuous improvement teams.
8. Ensures quality and cost competitiveness of various computer hardware and software products, and other training related items.
9. Assists with the provision of in-house and off-site computer training classes for staff and outside Agency programs.
10. Researches and recommends various software and hardware products for staff use and training applications.
11. Abides by Agency rules, regulations, policies, procedures, and Agency Personnel Policy Manual. Ensure the adherence to safe work practices and procedures.
12. This list of duties and responsibilities is not inclusive. Intern(s) is responsible for other duties as assigned from appropriate management personnel.

PROGRAM ACTIVITIES:

1. Provides and assures accurate and timely computer processing production for the Agency.
2. Researches new opportunities for increased productivity from computer technology throughout the Agency. Evaluates and applies new computer hardware and software technologies and educates users regarding the benefits of such improvement.
3. Works closely with program managers to determine required needs and support.
4. Works to accomplish computer linkages.
5. Installation of hardware and software in the most effective manner and with minimum work interruption to the Agency.
6. Responsible for archival data storage.
7. Provides various programming functions as needed.
8. Assists staff and clients with training and orientation utilizing computers, networks and software.
9. Meets with continuous improvement teams (Tech Committee) on a formal or informal basis.
10. Attends necessary classes and seminars to keep abreast of changes in equipment.
11. Suggests specifications for bids, completes bid sheets, and orders equipment with approval of Executive Director, Tech Committee Chair and/or Finance Director.
12. Attends training conferences as assigned.
13. Maintains changes to Agency CMS & Web Page.

WORKING RELATIONSHIPS:

Internal: Good interpersonal skills needed to work with staff.

External: Good interpersonal skills needed to work with vendors and clients.

SUPERVISION / DIRECTION EXERCISED: NONE

CONDITIONS:

FTHRA offices are located within walking / biking distance from the ETSU campus. Initially, this position is designed to be an internship situation. In the future, the position may work into a part-time or full-time arrangement for the right candidate. The position may require working a non-traditional work schedule or working outside normal assigned duties during the completion of duties. You will also be required to pass extensive background check requirements.

DESIRED KNOWLEDGE AND ABILITIES:

Majors: Computer Science & Information Technology; other related fields and training considered
Junior – Senior – Master Levels

Knowledge of Online Content Management Systems (CMS) including JOOMLA, basic LAN, Microsoft databases and Windows, programming or Management Information System (MIS), computer technology, 1 to 3 years experience in networking, computer hardware, software, and or computer technology field. Familiarity of data processing, database design, problem analysis, and hardware is preferred.

Ability to work with a team and/or independently, maintain regular and/or cyclical schedule in order to meet required deadlines. Extremely organized, high energy, affable, creative, self-starting, and detail oriented. Positive mental attitude, willingness to learn new skills, develop new ideas, and capacity to learn and/or implement new program systems. Good judgment, tact and discretion in dealing with sensitive and confidential material. Self-starter with ability to work under pressure of time, multiple simultaneous demands, and multiple constituencies. Requires good oral and written communications skills.

STUDENT INTERN REQUIREMENTS:

- Internship position(s) open to Junior, Senior, or Graduate level.
- Familiarity with Non-Profit Human Service Programs desirable.
- Computer Science matriculation preferred for database development/management intern.
- IT experience a plus.
- Knowledge of standard software packages, e.g., Microsoft Office, Access, PowerPoint, Adobe, and experience compiling and evaluating data is required.

CONTACT INFO:

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