



## **2021-2022 Fortune Society Volunteer/Internship Program**

**Our Mission:** The Fortune Society's mission is to support successful reentry from incarceration and promote alternatives to incarceration, thus strengthening the fabric of our communities.

**Opportunity Title:** Help Desk Intern

**Type:** Intern, un-paid

**Department/Reports To:** Information Technology (IT)/ Theresa Delgado

**Location:** In-Person, Long Island City office

**Tentative Schedule:** 14 hours per week, flexible based on the intern's availability

**Duration:** Ongoing

**Application Deadline:** Open until filled

**Position Summary:** The goal of the Help Desk Intern is to support the Information Technology (IT) department with computer equipment and software troubleshooting, maintenance, and repairs. Overall, helping the IT department complete their duties more efficiently.

### **Tasks:**

- Perform computer system setup and maintenance on computers, printers, and mobile devices.
- Respond to incoming service requests from employees.
- Providing technical support via in-person, phone, and email.
- Assist in maintaining and updating internal documentation for processes and procedures.
- Assist on other projects as needed

### **Preferred Qualifications:**

- Previous experience with Windows, MS Office, and hardware installation/troubleshooting (A+ cert preferred)
- Must have High school diploma or equivalent
- Sensitivity toward the population served by The Fortune Society and the ability to assist them without bias is necessary.
- Must be 18+ of age

### **Learning Objectives:**

- Increase knowledge of computer hardware, software/Operating Systems, and networking troubleshooting and configuration
- Enhance ability to be an effective team player at the IT department



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- Increase knowledge of understanding and working with the formerly incarcerated population
- Opportunity to receive training in areas of interest from IT professionals

### **Additional Requirements**

- Must have personal laptop/computer with reliable internet connection
- All volunteers/interns must first submit an application online at <https://fortunesociety.org/volunteer-or-intern-with-us/>.
- Applications selected for a phone/zoom interview will be contacted via email to schedule. If selected to interview, candidates will need to submit their most recent resume and a cover letter.