



Customer Success Is Our Mission

***Corporate Headquarters
Information Technology
Internship***

Target Majors:	Business Management, Computer Science
Intern Assignment:	Corporate - Information Technology – Service Delivery
Hiring Manager:	TBD- IT Service Delivery
Job Address:	Billerica, MA
Is Location MBTA Accessible?	No, a car is needed
Hours Per Week:	(16-30 hrs) To Be Determined
Preferred Days of Week:	Days To Be Determined
Work Hours:	9:00AM – 5:00PM (on-site)
Pay Rate and Travel Stipend:	\$15.00 / Hr + Travel Stipend

Company Overview: Raytheon Company is a technology and innovation leader specializing in defense, security and civil markets throughout the world. With a history of innovation spanning 92 years, Raytheon provides state-of-the-art electronics, mission systems integration and other capabilities in the areas of sensing; effects; and command, control, communications and intelligence systems; as well as a broad range of mission support services.

Department Overview: The BHCC intern will be working as part of the Corporate Service Delivery function within Information Technology’s End-User Services. They will be focused on increasing user productivity and enhancing their experience.

Job Description: The successful candidate will analyze operational processes and recommend improvements in the following areas:

- Analyze operational metrics to identify performance weaknesses
- Map existing processes tied to weaknesses
- Collaborate with stakeholders and end-users to define potential improvements
- Map and deploy process improvements
- Measure performance improvement results
- Incident and service request analysis / resolution

Required Skills:

- Critical thinking and analytical skills
- Excellent oral and written communication skills
- Ability to collaborate with multiple stakeholders
- Knowledge and experience with IT project management processes

Desired Qualifications:

- Analysis and mapping process workflows
- End User Support / Operations experience
- PC/Network technology experience / education
- Database knowledge
- Experience presenting results to management and stakeholders

- Ability to use Microsoft Office products
- US Citizenship required