

build
smart



Internship Position: IT Intern
Type of Position: Developmental
Suffolk Construction Company

Organization Name:

Academic Majors: Information Technology, Computer Science

T-Accessible: Various Bus Lines

Address: 65 Allerton Street, Boston, MA 02119

Start Date/

Duration:

Hours/ Days: 40 Hours per week (Summer Only)

Compensation: \$15.00/hour + Travel stipend

Organization Overview (mission, service areas, size, culture):

Suffolk Construction is one of the most successful privately held building contractors in the country, providing preconstruction, construction management, design-build, and general contracting services to clients in the healthcare, science and technology, education, federal government, and commercial sectors. Suffolk is based in Boston, Massachusetts and has a strong national presence with main offices throughout the Northeast, Southeast, and West Coast. Suffolk is committed to delivering its “build smart” approach to construction management on every project. The company’s project teams provide clients comprehensive planning services, innovative solutions and technologies, and proven processes, such as Building Information Modeling (BIM), to deliver the most complex building construction projects on schedule and on budget, with minimal risk. Suffolk is a community-conscious organization dedicated to environmentally friendly and sustainable business practices, and is committed to making a positive impact in its local communities through grassroots volunteer work, employee fundraising, and corporate giving. For more information, visit www.suffolk.com and/or follow Suffolk Northeast on [Facebook](#).

Internship Position Summary (please include any training provided):

Suffolk Construction is looking for a dynamic and enthusiastic individual who is looking to gain insight into the IT/Business Systems functions. This position will provide valuable support to the IT team. This position will assist the various roles within the department such as desktop support and help desk activities. The Intern will support various projects and must be comfortable liaising with people by email, phone and face-to-face.

Job Responsibilities (regular duties and special projects):

- Provide first line response for users requiring assistance with IT issues and problems
- Respond to requests for IT support via phone, email and in person and logging the issue in the ticket management system.
- Resolve simple trouble calls independently.
- Troubleshoot user issues remotely and when necessary install software on users computers.
- Act as liaison between customer and technical teams.

Qualifications (attitude, skills, abilities, knowledge, experience needed):

- Proficiency in the use of Microsoft PowerPoint, Excel and Word
- CISCO experience a plus
- Help desk support a plus
- A strong interest in learning more about the IT function of an organization
- Excellent written and oral communication skills
- Ability to perform detailed work with speed and accuracy