

# IT Infrastructure Intern



## The University of Texas System

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Department:	Office of the Chief Information Officer
Institution:	The University of Texas System Administration
Location:	Remote or in-person at 210 W. 7th St., Austin, TX (UT System Building) or 3020 Waterview Pkwy, Richardson, TX 75080 (UT Dallas campus). NOTE: In-person means the intern is expected to live in the city where the office is located. Schedule may be hybrid with some days work from home and some days on-site.
No. of Openings:	2
Hours per Week:	25-40 (negotiable)
Work Schedule:	Monday to Friday, specific hours are flexible (maximum of 40 hours/week)
Compensation:	Minimum \$18/hr for undergraduate students   Minimum \$22/hr for graduate students
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 Housing at UT Austin is available for those on-site in Austin; rates to be provided
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 the Office of the Chief Information Officer

The Office of the Chief Information Officer provides technology support to UT System Administration staff and departments by providing proactive, customer focused information management and technology services and ensuring a secure technology infrastructure.

### 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) information technology and infrastructure skills as well (7) as enhance their understanding of the field of higher education.

## **Position Description**

Seeking an energetic, motivated, and dedicated Information Technology (IT) Infrastructure Student Associate with exceptional communication and writing skills to work alongside our Team on IT related projects. We offer an opportunity to work in an enterprise environment focused on managing and completing infrastructure (on premise and/or cloud) projects to enhance the productivity of the UT System Administration staff and support strategic initiatives.

The IT Infrastructure Student Associate will work with The University of Texas System Administration's Office of the Chief Information Officer Infrastructure Team to assist in managing and supervising administrative, technical, and financial aspects of assigned projects from project inception to completion. Duties will include:

- Support Infrastructure Team and stakeholders to gain exposure and understanding of complex IT platforms, application systems and related infrastructure services in an enterprise IT environment.
- Support monitoring and management of critical IT assets including coordination among internal and external customers, vendors, and agencies as needed.
- Support maintenance of infrastructure including patching and upgrading critical IT assets for enhancement or security. Infrastructure includes: logical and physical devices plus servers, storage, firewalls and networking equipment. Partner with information security team to help ensure a strong security posture for server patching and end user endpoints.
- Research, evaluate and design IT solutions for business needs as they arise, providing detailed documentation as needed. Designs/plans for the expansion or enhancement of the IT platforms, application systems and related infrastructure services.
- Ensure infrastructure requirements, standards, and documentation are followed.
- Provide an active role and use critical judgment in the development of all infrastructure deliverables.
- Ensure quality and timely submission of all infrastructure deliverables and documentation.
- Identify, manage, and resolve infrastructure risks and issues.
- Monitor quality assurance and change control processes.
- Communicate with executive sponsors, team, and other stakeholders.
- Other duties and projects as assigned (e.g., assisting with infrastructure management, project evaluation and deploying Microsoft Azure cloud services; providing training to end users; developing Power BI data and analytics reports; reviewing infrastructure lifecycle; etc.).

## **Qualifications**

Interested students should meet the following criteria:

- Currently a rising junior, junior, rising senior or senior enrolled in an undergraduate program at one of the 14 University of Texas institutions OR graduate student who has completed at least one semester of coursework.
- Basic computer connection skills (connect monitor, keyboard, mouse, etc.)
- Able to commit to a work schedule of 25-40 hours per week for the duration of the internship.

## **Knowledge, Skills & Abilities**

Knowledge of general office practices and administrative procedures. Strong organizational skills. Strong communication skills. Ability to manage a variety of tasks. Ability to use standard office equipment and software. Familiarity with Microsoft 365, networking concepts, cloud computing and workflow automation is helpful. Strong interest in information technology and infrastructure. Able to offer attention to detail and accuracy in work produced. Able to work both cooperatively in a team environment and efficiently with limited supervision.

## **Working Conditions**

Work is performed in an office environment. Uses personal computer and other standard office equipment. Requires occasional travel, and evening or weekend hours. If remote, intern must provide personal computer and WiFi.

## **How to Apply**

Apply online at: [https://utsystemck.gov1.qualtrics.com/jfe/form/SV\\_8xiZtbCXnT3KXs](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](mailto:oti@utsystem.edu).

Please direct questions to [UTSI@utsystem.edu](mailto:UTSI@utsystem.edu).