

Support Technician Internship

Administration - Information Systems

Compensation: \$2,500.00

Application deadline: March 24, 2024

The Information Systems section of the Mississippi Department of Archives and History (MDAH) is seeking an intern to serve as an entry-level *Support Technician Intern*. The chosen candidate will primarily assist information technology staff with end-user support utilizing a variety of systems, software, and hardware. In addition, this position may provide support for museum exhibits and audio and video assistance during events at the Two Mississippi Museums and the Old Capitol Museum. This internship offers real-world exposure to many aspects of information technology with an opportunity to explore and gain insight into state government functions as they relate to information technology in a uniquely historical environment.

Primary Responsibilities:

- Configure and install hardware and software.
- Set up accounts and workstations.
- Support end users with a variety of technical issues.
- Provide audio and video assistance during museum events.
- Troubleshoot technical issues with museum exhibits.
- Present a final project report at the Intern Expo on July 25.

Requirements:

- Dedication to troubleshooting technical issues from beginning to end.
- Aptitude for learning new technical skills.
- Familiarity with Windows and Office 365.
- Strong oral communication skills.
- Ability to lift up to 40 pounds.
- Current or recent enrollment in an Information Technology-related undergraduate or graduate program.

Time Commitment:

This internship spans from June 3 to July 26, with a minimum requirement of 160 hours. The working hours are flexible, from Monday to Friday, between 7:00 a.m. and 5:00 p.m. After-hours and weekend work will not be required but may be available depending on event schedules. The specific schedule will be established in accordance with the availability and mutual agreement between the intern and MDAH staff.

How to Apply:

Submit an online application through the [MDAH website](#) by March 24, 2024.

For more information, please contact the Human Resources Program Manager, Erin Blackledge, at (601) 576-6985 or eblackledge@mdah.ms.gov.