



Job Description

Job Title: Information Technology Intern –Summer 2025
Reports: Director of Information Technology
Department: Information Technology (IT)

FLSA Status: Non-Exempt
Pay Rate: \$18.00/hour

Summary/Overview:

The IT Summer Intern (the “Intern”) will assist members of Access Health CT’s IT department with daily responsibilities and long-term projects and will have the opportunity to interface with other departments in support of their respective business needs. The Intern will have the opportunity to work on a variety of technical tasks including the maintenance and troubleshooting of hardware, software, and network systems. This internship is an ideal opportunity to gain practical, real-world experience in the field of IT.

The Intern will report to Director of IT and the Associate Director of IT & Security,

This internship will run from June 3, 2025 through August 13, 2025 at approximately 30-40 hours per week.

As a summer intern, you will be an integral part of a collaborative project that brings together diverse talents and perspectives. Throughout your internship, you will work alongside fellow interns and team members, participating in regular meetings to discuss progress and share ideas. You will also have the opportunity to present your project to the Senior Leadership Team at the end of the summer, showcasing your contributions and insights. Additionally, you will be paired with an internal mentor who will provide guidance and support throughout your internship, helping you develop valuable skills and gain meaningful experience in a professional setting.

Essential Duties and Responsibilities

- Assist the IT team with basic troubleshooting for hardware, software, and connectivity issues
- Help with setting up and configuring laptops, desktops, and other devices for new or existing employees.

- Learn to navigate and provide basic helpdesk support, including logging and tracking support tickets.
- Shadow team members and assist with routine system maintenance tasks like updates and backups.
- Participate in team meetings and training sessions to develop technical skills and understanding of IT operations.

Qualifications

- Currently pursuing a degree in Information Technology, Computer Science, or a related field entering Junior or Senior year.
- Basic understanding of computer hardware, software, and networking concepts.
- Knowledge of basic network protocols (TCP/IP, DNS, DHCP).
- Familiarity with Microsoft Office Suite and Google Workspace.
- Understanding of cloud platforms (e.g., AWS, Azure, Google Cloud).
- Familiarity with common operating systems (e.g., Windows, macOS, Linux).
- Strong problem-solving skills and attention to detail.
- Excellent communication skills and a willingness to learn.
- Ability to work independently and as part of a team.
- Previous internship or part-time experience in IT is a plus (but not required).

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an office role two days per week on Tuesdays and Wednesday and remote the other three weekdays. In office the noise level in the work environment is usually low. Requires ability to work with precision while meeting deadlines.