

# VOLUNTEER INTERNSHIP PROGRAM



## CRIMINAL DIVISION U.S. DEPARTMENT OF JUSTICE INFORMATION TECHNOLOGY MANAGEMENT OFFICE

The mission of the Information Technology Management (ITM) Office facilitates various aspects of the Criminal Division IT infrastructure that make it possible for Criminal employees to better manage their Information Technology needs by maximize customer productivity. ITM provides the highest quality technology-based services, in the most cost-effective manner to facilitate the overall mission for the Criminal Division. Students who are interested in the Department's role in Information Technology activities are encouraged to apply.

**Internship Location:** Washington, D.C.

**Application Materials:** Please submit a single PDF document with your resume, cover letter, transcript (official or unofficial), and one reference.

Submit all applications to: [ITM.Interns@usdoj.gov](mailto:ITM.Interns@usdoj.gov)

**Eligibility:** Student must be enrolled either part-time or full-time in a college, university or comparable recognized educational institution. Students must be in good standing academically, and eligible to continue as an enrolled student in his/her respective institution.

The ideal candidate thrives in a collaborative work environment, possesses strong attention to detail, communication and teamwork skills, and demonstrates proficiency dealing with computer technologies, such as hardware connectivity and equipment tracking.

Entrance on duty is contingent upon satisfactory completion of a pre-employment security investigation.

**Commitment:** 8 weeks (minimum); 6 months (maximum) during an academic semester or summer session

**Salary:** Volunteer (without compensation) or work-study credit

**Assignments:** Working with several components within ITM. Volunteers will assist in ITM's daily activities. Positions are available in multiple disciplines within ITM to include:

1. Computer Hardware Deployment
2. Service Desk Administration
3. Asset Management Tracking & Disposal
4. Printer Maintenance & Servicing

ITM Volunteers will work closely with one or more departments inside the ITM office with diverse aspects of Information Technology services that are provide to the Criminal Division. Volunteers will work meticulously with Project Leads who will act as mentors. Internship orientation will cover the mission of the organization, guidelines and resources for performing the tasks assigned to the intern, office policies and procedures, professional dress code, introductions to others in the office with whom the intern will interact, and a tour of the facilities of the Department of Justice. The ITM staff will work with the selective Volunteers to develop an understanding of the role of the various types of government employees inside the ITM office, Criminal Division and the Department of Justice.

**DUTIES WILL INCLUDE:**

- Assist ITM staff in the gathering of pre-deployment administrative information
- Assist ITM staff in conducting a hardware survey of deployed equipment
- Assist ITM staff in staging of IT equipment
- Assist ITM staff in the deployment of IT equipment
- Assist ITM staff in prepping equipment for disposal
- Assist ITM staff in the processing of customer email
- Assist ITM staff in resolving problems with software products
- Assist ITM staff in the definition, development and documentation of business requirements
- Participate in the dismantling of IT equipment
- Participate in movement and loading of IT equipment
- Participate in Special Projects (as needed)
- Perform other duties (as assigned)
- Participate in running and monitoring software on existing programs
- Perform Data Entry within the appropriate data systems
- Writing technical and business documentation on process and procedures

**Application Closing Dates:**

**Fall 2014:** Rolling and receiving through November 30th

**Spring 2015:** Deadline December 31th

**Summer 2015:** March 2<sup>nd</sup> 2015

**The U.S. Department of Justice is an Equal Opportunity/Reasonable Accommodation Employer.**