



Internship Description

Position: Systems Intern
Market / Division: Fusework Studios
FLSA Status: Non-Exempt
Position Reports To: Director of Systems Architecture

COMPANY OVERVIEW

Fusework Studios is the Internet and Technology division of Rutter Communications Network. Rutter Communications is a privately held, multi-media company headquartered in Muncie, IN with interests in television-advertising representation, film and video production, Internet marketing and information-technology support. Rutter operates three distinct divisions including Rutter Media, Ideavenue and Fusework Studios.

POSITION SUMMARY

An intern position in the Managed IT department at Fusework Studios will work in a team environment with responsibilities that actually span three main areas: Maintenance, Break/Fix and System Design. Actual work experience will be gained through direct and in-direct contact with clients and internal customers. The Systems Intern will learn how to respond to customer needs, how to perform various technical functions and how to effectively design and implement a complete network solution. Must possess a strong work ethic and outstanding communication skills. Performs other related duties as assigned.

POSITION INTERACTS WITH

The Systems Intern primarily interacts with other members of the Fusework Studios' staff and will also have interaction with clients and members of the Rutter Communications staff.

OBJECTIVES

Network Maintenance

- Perform "No Worry Network" service
- Manage users in a multi-domain Active Directory forest, applying strong knowledge of Group Policies, Scripts, User profiles, DFS and AD sites, trusts and replication.
- Maintain daily Network backups
- Maintain work order documentation
- Maintain Windows 2003 server roles including DNS, DHCP, WINS, IIS, Host Integration Server and others.

Break / Fix

- Fulfill work orders / service requests to repair computer equipment, software and peripherals
- Assist other FWS team members in troubleshooting network problems.
- Assist with service hot-line and/or user training
- Document all service calls and provide client follow-up
- Ability to troubleshoot cabling problems

System Design

- Install and prepare production server hardware
- Stay current in latest technologies in hardware, software and networking.
- Maintain technical schematics and diagrams.

KNOWLEDGE, SKILLS AND ABILITIES NEEDED

- Pursuing a degree in computer science or management information systems.
- High School diploma a must.
- Teamwork skills required.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENT OF THE POSITION

The key physical requirements of this position include a normal range of hearing and vision; and eye-hand dexterity and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, fax machine and other office equipment.

MENTAL REQUIREMENTS OF THE POSITION

Must understand vague and implicit instructions and react favorably in all work situations; must be mentally adaptable and flexible in dealing with a variety of people; is frequently called upon to handle difficult situations. Must be knowledgeable in office procedures, and able to answer questions in a professional and friendly manner; must be able to compile computer reports. Must understand people and be able to communicate effectively with them.

EQUIPMENT USED

Computer
Telephone
E-mail

WORKING CONDITIONS

Occasionally called upon to work after normal office hours in order to meet a deadline.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the duties of the job.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT