



**Big Brothers Big Sisters**  
of Metropolitan Chicago

**Position:** Internship - Data & Systems  
**Unpaid**

**Reports to:** Chief Operating Officer

**FLSA Classification:** Exempt

**Position Summary:**

Big Brothers Big Sisters of Metropolitan Chicago (BBBSMC) helps children reach their potential through professionally supported, one-to-one relationships with caring adult volunteers. The Data and Systems Intern is responsible for ensuring the effective use of technology in all business and program operations as well as the smooth daily operations of BBBSMC technology including individual computer use and basic computer tech support. In partnership with the Network Server Management Consultant provide technical support for network and security systems.

**Responsibilities:**

Primary Duties and Responsibilities include but are not limited to:

- Manage the day-to-day functions of using technology including, but not limited to, network, e-mail, and various software systems
- Support of Windows (Desktop/Server) operating systems
- Ability to deploy software using Network/Server/MDM based software installation
- Knowledge and Support of Workgroup Manager, Open Directory, Active Directory, and Google Console
- Installation and troubleshoot of end user technology including laptops, desktops, tablets, mobility devices, A/V equipment and printers
- Installation and troubleshoot use of interactive teaching solutions (boards and projectors)
- Repair and replace non-functioning computer equipment
- Install and support of software and updates as necessary
- Maintaining software license compliance records
- Support telephone system issues as necessary and facilitating repair requests
- Maintain appropriate physical security and control on all computer assets
- Maintain inventory records of all equipment (purchases, placements, repairs and final dispositions)
- Maintain a working knowledge of all computer-related equipment in order to facilitate timely troubleshooting and repairs
- Complete special projects as assigned

**Skills and Qualifications:**

- Ability to display independent judgment with good problem-solving skills
- Excellent client service and communication skills
- Detail oriented and self-motivated
- Working knowledge of the following environments:
  - Active Directory Administration
  - Terminal Services
  - Microsoft Exchange
  - Remote Desktop Services
  - Network Printing
  - User Account Management
  - Software installation and deployment
- Bachelor's degree or equivalent experience
- Microsoft Certified Professional a plus

**Work Environment:**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

If interested in applying, please forward your resume, cover letter to:

[BBBS Career Page](#)

Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

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**Equal Opportunity Employer**