INTERNSHIP TRACK DESCRIPTION

Title: Technology Solutions Intern **Working Group:** Technology Solutions **Division:** Operations **Reports to:** VP – Technology Solutions

General Track Description
The Technology Solutions (T.S.) Intern will work closely with the Technology team, as well as collaborate with other teams around the organization as needed. The intern will assist with the maintenance and installation of audio-visual (AV) infrastructure across campus, in addition to providing general technology support. The T.S. Intern should have an interest in the faith-based ministry of Convoy of Hope and will be invited to attend chapel services and prayer.

Desired Learning Outcomes
1. Students will develop skills in Mac and Windows desktop support.
2. Students will understand strategies associated with customer service as it relates to supporting all technology in an enterprise environment.
3. Students will recognize the ethics of supporting an organization with expertise and kindness.
4. Students will develop hands-on experience in maintaining and installing campus-wide AV systems, including troubleshooting hardware and supporting live event technology.

Essential Duties & Responsibilities
1. Assists the Technology team with ongoing projects
2. Responds to tier 1 help desk tickets
3. Provides help desk customer support
4. Assists with provisioning and onboarding for new team members
5. Completes other tasks or projects that may be beneficial to the internship experience and of assistance to the Technology team
6. Assists with the installation, configuration, and maintenance of campus audio-visual systems
7. Supports AV setup and troubleshooting for meetings, events, and ministry functions

Knowledge, Skills & Abilities
1. Excellent analytical and problem-solving skills
2. Ability to remain flexible while working with multiple projects
3. Strong customer service skills
4. Strong attention to detail
5. Proficiency in Google Workspace, MS Office, and Zoom
6. Ability to receive feedback and constructive criticism
7. Excellent verbal and written communication skills
8. Ability to work collaboratively in a team environment
9. Positive attitude and willingness to learn
10. Positively represents the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies

Possible Projects Associated With This Track

1. Help desk support
2. Preventative maintenance and troubleshooting of campus AV systems

This is a non-paid internship position. The T.S. Intern will work closely with the T.S. team and gain valuable experience. The internship will provide an opportunity for the candidate to learn and apply the concepts and principles of information technology in a real-world setting.

Semesters Available: FA, SP, SU **Updated**: 02/2026