MIKMAQ NATION
POSITION DESCRIPTION

JOB TITLE: Information Technology (IT) Intern (2 Positions)
CLASSIFICATION: Hourly/Non-Exempt/Part-Time/20 Hours
IMMEDIATE SUPERVISOR: IT Manager
SALARY RANGE: $17.00-$25.00

NOTE
The following includes essential job functions, as well as physical, mental, academic, and experiential requirements for the IT Intern position described herein. This description serves as a reference tool for interviewers, applicants, directors, and incumbents to determine whether applicant or employee qualifications are sufficient to perform the tasks and assume the responsibilities described. Some aspects may change over time in response to evolving needs of Mi'kmaq Nation.

DUTIES
Assist the IT Manager in daily network, hardware, and software operations, including user support and troubleshooting. Participate in maintaining, upgrading, and securing organizational technology infrastructure. Learn, with guidance, the full spectrum of the Nation's IT processes, from help desk support, server administration, security protocols, and strategic technology planning. Support the rollout, testing, and training of new technology systems and software for staff. Document troubleshooting steps, inventory equipment, and assist with data backup and disaster recovery procedures. Engage in project-based learning, such as researching and implementing technology solutions tailored to tribal needs. Collaborate with department directors to address their technology needs under supervision. Uphold policies on data confidentiality, endpoint security, and best practices in compliance.

EDUCATION & EXPERIENCE
High School Diploma or GED required, and/or active enrollment in an IT-related program. Candidates should be willing to enroll in IT certification courses recognized by the State of Maine, with training supported by the Mi'kmaq Nation. Relevant work experience or demonstrable interest in IT preferred.

LICENSES OR CERTIFICATIONS
Valid driver's license or ability to obtain within 6 months of employment. The position requires a willingness to pursue industry-recognized IT certifications (e.g., CompTIA A+, Network+, etc.) within a reasonable time frame, with support provided.

SKILLS, KNOWLEDGE, & ABILITIES REQUIRED

1. Basic understanding of computers, networks, and software applications.
2. Eagerness to learn new technologies and adapt to changes.
3. Strong problem-solving, communication, and organizational skills.
4. Ability to work collaboratively and follow instruction.
5. Dependable, confidential, and committed to serving the Mi'kmaq Nation community.
6. Ability to participate in hands-on and administrative work.

WORKING CONDITIONS
Work will take place primarily in an office environment, with some tasks requiring lifting equipment (up to 25 lbs.), movement between buildings, and occasional fieldwork. The role may involve periods of high activity and exposure to urgent IT requests.

FUNCTIONS/TASKS
1. Provide first-line tech support to staff and users.
2. Learn, document, and perform routine network checks.
3. Inventory and organize technology assets.
4. Participate in IT planning meetings and training with the IT Manager.
5. Uphold the department's standards for safety and quality.
6. Assist the IT Manager in evaluating and implementing new hardware, software, or cloud technologies appropriate for the tribal government's needs.
7. Perform routine computer maintenance and upgrades, including installing operating systems, updating drivers, and optimizing system performance.
8. Help manage user accounts and permissions, such as updating profiles in Active Directory and resetting passwords.
9. Participate in network monitoring and security checks, including reviewing logs, testing firewalls, and supporting cybersecurity activities.
10. Conduct asset audits and maintain accurate inventories of IT equipment, software licenses, and related resources.
11. Create clear technical documentation and training materials for staff, such as "how-to" guides and troubleshooting resources.
12. Support onboarding of new staff by helping set up accounts, configure devices, and ensure all required software is installed.
13. Track help desk tickets, analyze patterns in support requests, and suggest improvements to internal processes.
14. Assist with printer management, including maintenance, troubleshooting jams, and coordinating repairs.
15. Engage in project-based learning such as planning and testing small IT upgrades, conducting research on best practices, and presenting recommendations to the IT Manager

NOTICE
This position description does not state or imply that the responsibilities and tasks listed are the only ones required. The intern must follow any other instructions and perform job-related duties as required by the IT Manager. Requirements are considered the minimum knowledge, skills, and/or abilities to qualify.

NATIVE PREFERENCE STATEMENT
Mi'kmaq Nation practices Native Preference to qualified Native Americans in accordance with 25 USC 472, 472a and P.L. 93-638, and is an Equal Opportunity employer and service provider.