Information Technology and Telecommunications Academic Internship
Golden Gate National Parks; Fort Mason, San Francisco, CA
Part Time Spring Semester 2017 (with potential for Summer Extension)
Available only to students currently enrolled at COM, SFSU, and CCSF

OVERVIEW
The Golden Gate National Recreation Area (GGNRA) is a destination for both locals and international visitors with its sweeping vistas, immense biological diversity, and unique cultural resources. With over 15 million visitors annually and over 80,000 acres of land, the GGNRA is the largest urban national park in the country.

The Information Technology and Telecommunications branch is part of GGNRA’s Division of Administration. Interns will have the opportunity to work in all areas of the park and with members of every park division.

POSITION
Are you interested in supporting National Park Service staff through Information Technology?

The Information Technology and Telecommunications Branch has opportunities to learn and develop technical skills on the job, including:

- Troubleshooting and support for end users in a mixed Windows and Mac OS environment
- Server-based services, including file services, print services, and DHCP
- Telephone communication systems, including Voice over IP and traditional analog telephony
- Network wiring and communication standards
- Mobile device management
- Radio Communications

DESCRIPTION OF DUTIES
- Provide level 1 helpdesk support for end users
- Install and retrieve equipment from field offices
- Develop written instructions and best practices on IT systems
- Test voice and data communication infrastructure

BENEFITS
- Opportunity to gain experience in many IT and communication fields.
- Opportunities to work with staff and volunteers from diverse backgrounds that share a common interest in preserving and protecting our nation’s natural and cultural resources.
- Opportunity for personal/professional development days to pursue an interest, including training and education in various departments within the Park Service and Parks Conservancy.
- Fifty Dollar ($50.00) per day taxable stipend available, plus academic credit.

**DESIRED QUALIFICATIONS**
- Experience with Windows 7 and Mac OS X.
- Knowledge of Internet and network communication protocols or a desire to learn
- Strong oral and written communication skills
- Driver’s License

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**
- This position is in an office environment. Physical requirements include the ability to lift up to 30 pounds.

**TERMS**
- Desired Start Date: January 2017
- 2 - 5 days per week, January through May. Summer extension possible based on performance and need
- Available only to students currently enrolled at College of Marin, SF State, and City College of San Francisco
- $50.00 daily taxable stipend plus academic credit available
- Intern must have a Social Security Number or Individual Taxpayer Identification Number by the start date of the internship to receive stipend
- Available only to students currently enrolled in SF State, City College of San Francisco, and College of Marin

To apply for this position, please [submit an application](#) and send a resume and a thoughtful cover letter to AcademicIntern@parksconservancy.org. Please indicate the position(s) that you are applying for in your cover letter. No phone calls please.

The Parks Conservancy and National Park Service seek to increase diversity in the workplace and reflect our Bay Area community. People of color and of all backgrounds are encouraged to apply.